



CASE STUDY



From Audit Volume to Audit Value: How a Global Medical Device Leader Cut Risk and Changed Spending Behavior

Industry: Manufacturing – Medical Devices

Revenue: \$19B

Profile: Global, highly regulated enterprise operating across regions and business units, with complex T&E and P-Card spend tied closely to sales, customer engagement, and compliance obligations.

Before: High Spend Volume, Limited Signal, and Auditor Fatigue

As travel, sales activity, and customer engagement accelerated globally, finance and T&E teams faced growing pressure to ensure compliance without slowing the business. While controls were in place, the program struggled with familiar challenges:

High review volume with uneven value

A large number of reports required review, but many were low-value or false positives.

Post-payment reliance

Too much risk was identified after reimbursement, limiting prevention and reducing accountability.

Inconsistent behavior change

Policy reminder emails alone were not reducing repeat issues among higher-risk employees.

Manual review burden

Auditors spent significant time reviewing transactions that ultimately posed little risk.

Leadership needed stronger signal, better prioritization, and clearer outcomes.



After: AI-Powered Targeting and a More Effective Audit Model

By partnering with Oversight, the organization re-centered its audit program around prevention, prioritization, and behavior change. Oversight was deployed as a continuous monitoring layer across T&E and P-Card programs, enabling the team to focus on what truly mattered.



Key elements of the approach included:

Full-population monitoring

Across T&E and P-Card spend, with AI identifying risk patterns at scale.

Global Risk Models

Reduced noise, tiered risk, and surfaced the highest-impact alerts first.

Pre- and post-payment coverage

To prevent issues where possible and identify behavioral patterns over time.

Targeted compliance actions

Pairing proactive alerts with real-world consequences to drive change.

The result was a program that shifted audit effort away from volume and toward value.

Results: Stronger Controls, Better Focus, and Proven Impact

The program results delivered **clear, enterprise-scale impact**:

- **\$252M in spend analyzed** across 2.8M transactions
- **15,000+ employees reviewed**, with full population coverage
- **\$15.3M in non-compliant spend identified**, a significant increase year over year driven by better targeting
- **28% findings rate** on reviewed alerts, well above baseline benchmarks and indicative of higher-quality signal
- **Pre-payment prevention impact**, stopping issues before reimbursement and reducing downstream remediation
- **Behavioral change where it mattered most** so employees receiving proactive pre-payment interventions showed a 93% decline in repeat issues
- **Focused audit effort:**
 - A small subset of employees generated the majority of high-risk activity, allowing auditors to prioritize efficiently
 - Low-risk alerts were deprioritized or automated, reducing reviewer fatigue

Why It Worked

This wasn't about adding more rules—it was about improving precision.

Oversight enabled the organization to move from transaction-level review to **pattern-and behavior-based insight**, while keeping audit scalable. AI reduced noise, sharpened prioritization, and helped auditors spend time where it delivered the greatest impact.

Most importantly, the program shifted from reactive reporting to **measurable outcomes**: stronger prevention, clearer accountability, and sustained behavior change.



Conclusion

For this global medical device manufacturer, Oversight transformed T&E and P-Card auditing into a strategic control—one that protects the organization without slowing the business. By combining continuous monitoring, advanced AI, and targeted intervention, the company strengthened compliance, improved efficiency, and built confidence that material risk is being identified and addressed.

Oversight now serves as a foundation for ongoing optimization—supporting smarter decisions, stronger controls, and a compliance program built to scale with the business.

The leading AI platform for enterprise spend risk management, trusted by global brands to turn financial data into actionable intelligence. Oversight continuously monitors transactions before and after payment, connecting T&E, P-Card, and payables data to deliver real-time prevention, insight, and continuous improvement.