



## CASE STUDY



# Improving Compliance by Changing Behavior, Not Adding Reviews

**Industry:** Business Services  
**Sub-Industry:** Management Consulting  
**Revenue:** \$6B+



## Client Overview

A large global organization wanted to strengthen compliance across its Travel & Expense (T&E) and corporate card programs by improving employee behavior—not just highlighting it. With a large employee population and high transaction volume, the finance team needed a scalable way to reinforce policy expectations and measure whether those efforts were actually working.

Oversight enabled the organization to pair analytics with targeted employee engagement and track behavioral outcomes over time.

## The Challenge

The organization needed an approach that could:

- **Reinforce** policy expectations consistently across a large employee base
- **Reduce** repeat issues and rework
- **Focus** audit attention where behavior patterns indicated risk
- **Demonstrate** program effectiveness with measurable compliance improvement
- **Do all of the above** without relying on reviewing every transaction manually

The goal was to move beyond reactive action to a program that could influence and improve day-to-day employee decisions.



## The Approach

The organization used Oversight to monitor spend activity and drive targeted engagement tied to policy adherence.

### Program scope included:

**746,000** — transactions analyzed

**2,993** — employees reviewed



### Oversight supported:

- Risk detection to identify where policy issues were occurring
- Structured review workflows to validate issues
- Targeted awareness communications to employees, based on findings

This allowed the organization to treat compliance as an ongoing program—using reporting and outreach to reduce recurring issues over time.

## Results: Measurable Behavior Change

The organization tracked how employee compliance changed after targeted outreach.

Employees who received awareness communications between January and April 2024 showed a **49%** decline in exception rates by July 2024, compared with employees who were not engaged during that period.

This decline provided a direct, measurable signal that targeted engagement was contributing to improved employee behavior over time.

### By focusing on engagement and outcomes, the organization could:

- Identify where behaviors were driving recurring violations
- Use awareness communications to reinforce expectations at scale
- Track changes in violation rates over time as a measure of program impact
- Shift the program toward continuous improvement rather than one-time enforcement

## Conclusion

This organization used Oversight to support a compliance strategy centered on employee behavior change. By combining analytics with targeted engagement, the team was able to measure improvement—demonstrated by a **49% reduction in transaction violation rates** among engaged employees within a defined time window.