



## CASE STUDY



# Global Pharmaceutical Company Strengthens T&E Compliance and Reduces Risk with Oversight

**Industry:** Manufacturing - Pharmaceuticals

**Revenue:** \$63B

**Profile:** Global, highly regulated enterprise operating across regions, currencies, and expense systems

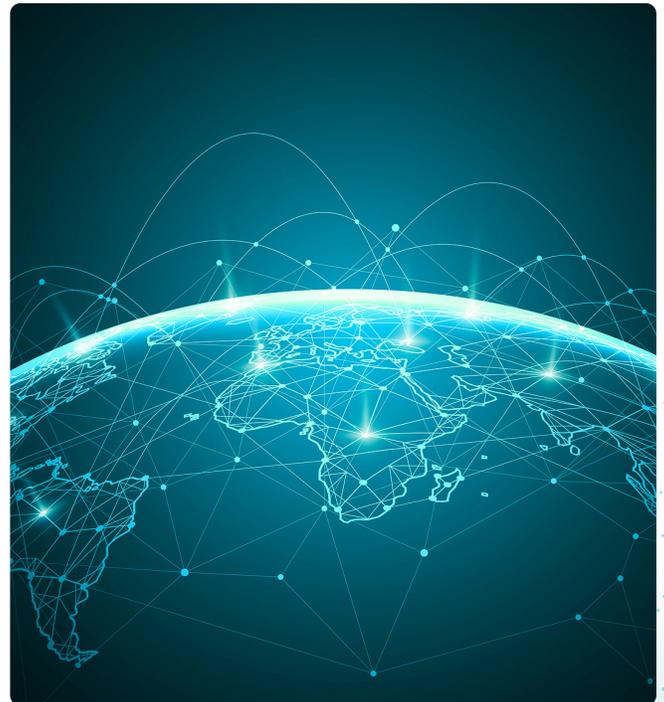
## The Challenge: Managing Risk at Global Scale

For a global pharmaceutical company with millions of transactions and a complex travel and expense (T&E) environment, maintaining strong compliance controls is a constant challenge.

Despite having established audit processes in place, the finance and compliance teams faced growing pressure from:

- **High transaction volumes** that made it difficult to consistently identify meaningful risk
- **Duplicate and non-compliant expenses** that continued to surface after payment
- **Out-of-pocket and personal spend** creating compliance exposure in higher-risk regions
- **Manual review effort** that slowed audits and distracted teams from higher-value work

Leadership needed clearer visibility into where risk was occurring, confidence that controls were working, and proof that audit efforts were actually changing employee behavior.



## The Oversight Approach: Earlier Detection, Better Focus

Oversight supported the organization's compliance objectives by serving as a centralized control layer across T&E and corporate card activity.



### Key elements of the approach included:

#### Post-payment monitoring at scale

Oversight continuously analyzed transactions to surface non-compliant spend, duplicate expenses, and policy misuse that traditional controls missed.

#### Pattern-based risk detection

Rather than reviewing transactions in isolation, Oversight identified repeat behaviors across employees, merchants, and regions—helping auditors focus on systemic issues.

#### Targeted employee engagement

Automated policy education emails reinforced expectations and corrected behavior without requiring manual follow-up from auditors.

#### Focused escalation

Only the most serious issues were escalated to corporate audit, preserving audit capacity while strengthening governance.

## FY2025 Results: Measurable Outcomes

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

- \$8.8M** in confirmed non-compliant spend identified across T&E and card programs
- \$203K** in confirmed duplicate expenses flagged
- \$164K** reimbursed back to the organization from duplicate expenses
- \$205K** in total reimbursements identified (inclusive of duplicates)
- \$697K** in non-compliant personal spend uncovered
- \$56K** in high-risk issues escalated to corporate audit



## Evidence of Behavior Change

Partnering with Oversight produced clear signs of improved employee behavior:

- 1 Employees who received Oversight compliance communications saw a **36% reduction in finding rates**
- 2 Over the same period, the **general employee population experienced an increase** in findings
- 3 Overall findings rates declined in FY25, **indicating improving compliance habits over time**

This contrast reinforced that **targeted education—not blanket enforcement—drives lasting change.**

## Why It Matters

For finance and audit leaders, the value went beyond individual findings:

- Audit teams stayed focused on **meaningful risk**, not low-value review
- Leadership gained **clear, defensible metrics** to demonstrate program effectiveness
- Compliance controls scaled globally **without increasing headcount**
- Risk was identified earlier, **reducing exposure and strengthening governance**

Oversight empowered the organization to move from **reactive auditing to proactive risk management.**

## Conclusion

Oversight helped this global pharmaceutical company strengthen compliance, recover value, and influence employee behavior—at a scale few organizations can manage manually.

By combining continuous monitoring, pattern-based detection, and targeted engagement, the company improved audit efficiency while reducing risk across its T&E and card programs.

Oversight is now a foundational part of the organization's control environment—supporting sustained compliance, clearer accountability, and confident decision-making.

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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.

