

## Misconduct Management

REPORT-TO-RECORD (R2R) \ SOLUTIONS FOR QUALITY AND COMPLIANCE

### Automate misconduct management with Rimini Agentic UX™

The Rimini Agentic UX Solution for Misconduct Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — streamlines the reporting, escalation and audit tracking of misconduct cases. The solution uses intelligent, automated workflows, structured e-forms and conversational AI to digitize and ensure a secure reporting process.

Organizations often encounter operational inefficiencies when using a manual process for managing employee misconduct reports. Typically, HR must physically track down historical data and pull insights; meanwhile, reporting employees have no visibility into case status. This fragmented approach increases administrative burden, compromises confidentiality and limits trend analysis.

### Quickly deploy an intelligent, AI-enabled reporting process

Since the Rimini Agentic UX Solution, Powered by ServiceNow®, overlays existing ERP software without any requirement for ERP upgrades or migrations, organizations can deploy the solution fast — and quickly drive real, measurable results and value.

The process will:

- **Centralize** all misconduct reports and maintain a complete, compliant trail for audit readiness
- **Automate** case escalation workflows to drive accountability and accelerate case resolution
- **Deliver** an intuitive, structured e-form to simplify and standardize misconduct reporting
- **Enable** real-time status tracking for HR and stakeholders for greater transparency
- **Leverage** centralized data to uncover patterns, flag repeat offenders and inform proactive action

### About Rimini Agentic UX™ Solutions

Rimini Agentic UX Solutions help make running ERP processes faster, better and cheaper. This intelligent, AI-driven user engagement layer is deployed over the top of existing ERP systems and releases, enabling a modern user, role and persona-based experience and automating workflows that leverage AI agents — without the unnecessary cost, risk and time required with ERP software upgrades and migrations.



### CLIENT SPOTLIGHT

A global conglomerate based in Malaysia, deeply committed to fostering a positive culture, sought to modernize its employee misconduct reporting process, as it was difficult to retrieve historical incident data, identify repeat offenders and ensure timely escalation.

The Rimini Agentic UX™ Solution for Misconduct Management is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrades or migrations, digitizing and streamlining the process to improve data accuracy, tracking and collaboration among HR, managers and IR officers.

With this solution, the client anticipates escalation turnarounds to be significantly reduced, enabling faster case handling and improved employee experience.



#### Faster case handling

Automated intake and escalations speed up response to concerns, helping employees feel supported



#### Stronger governance and compliance

Centralized reports and complete audit trails improve oversight and support HR compliance

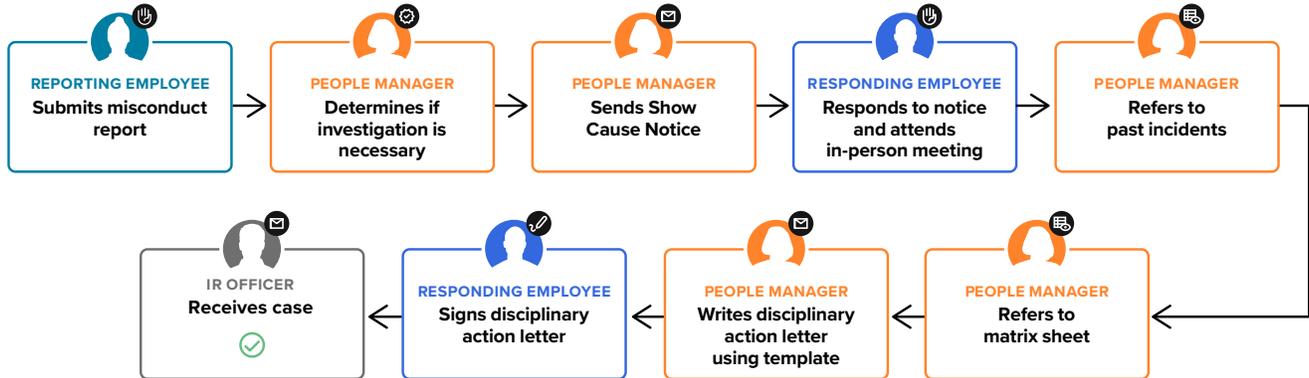


#### Greater transparency and insight

Unified case data reveals history and patterns, enabling proactive action and stronger workplace safety

### BEFORE: Traditional manual process

- Misconduct lookup time: **1-2 hours\***
- Report submission time: **10-30 minutes\***
- Escalation forwarding: **1-3 days\***

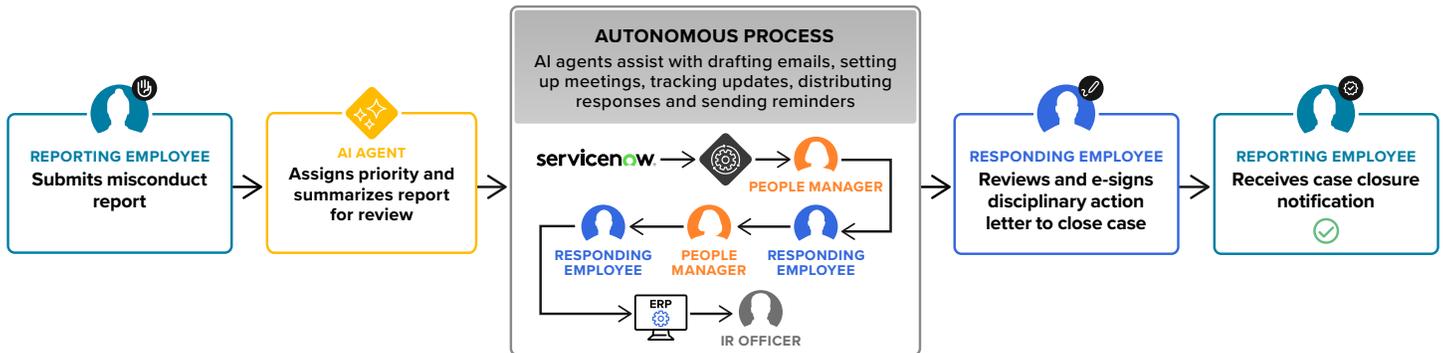


### AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Misconduct lookup time: **<1 minute\***
- Report submission time: **5 minutes\***
- Escalation forwarding: **Immediate\***

Rimini Agentic UX™

Powered by **servicenow**.



\*Estimate

#### servicenow AI Platform Tools

- App Engine
- AI Agent Studio
- Flow Designer
- Service Catalog
- Employee Center
- ERP Canvas/Zero Copy Connector

#### Solution Benefits

- **Enhanced user experience:** AI-enabled ServiceNow UX for relevant personas
- **Automation:** Smart workflow for submitting new misconduct reports, reviewing and finalizing outcomes
- **AI capabilities:** Chatbot assistance with filing reports
- **Stronger governance:** Real-time dashboards and audit-ready report and investigation tracking
- **Greater visibility:** Approval status visibility

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