



## Small Team, Big Impact: How medmix Harmonized Global Compliance with GAN Integrity

### About medmix

medmix is a global leader in high-precision delivery devices, listed on the Swiss Stock Exchange. Headquartered in Switzerland, the company operates across regulated sectors including healthcare, industrial, and consumer goods, with a global footprint spanning Switzerland, Brazil, China, Germany, India, Spain, UK, and the USA.

Rene Keiser, Chief Compliance Officer, oversees a broad mandate including ethics, data privacy, investigations, and third-party governance. With a lean central team, he faced the challenge of managing a global program that needed to scale without hindering business growth.



### Life Before Optimization

Following its IPO and separation from a former parent company, medmix needed to transition from inherited systems to an independent, scalable compliance platform. The complexity of operating in various jurisdictions and regulated industries demanded a solution that could standardize workflows across the newly standalone organization.

“We required a solution that could be deployed quickly, aligned with our operating model, and could be centrally managed,” Rene explains. The goal was to move from fragmented local tools to a unified system that provided global visibility while supporting diverse regulatory regimes.

### Building a Centralized Compliance Hub

medmix selected GAN Integrity for its ability to integrate key compliance components—including third-party due diligence, whistleblowing, investigations, policies, and training—into one comprehensive platform.

To ensure a successful rollout, the team adopted a staged implementation strategy. “We started with key suppliers in one business unit, then extended the framework to other units, and finally to customers,” Rene notes.

This approach allowed medmix to mirror its specific governance structure in the system. “We were able to configure workflows, questionnaires, and approval paths to reflect how medmix operates as a standalone listed company,” says Rene.

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## Scaling for Efficiency: The TPRM Redesign

A critical phase in the journey was the redesign of the third-party risk management (TPRM) process. medmix and GAN Integrity held a focused 3-day workshop to define requirements, followed by weekly process meetings.

The collaboration resulted in a highly automated, risk-based workflow.



“ *The automation routes straightforward, lower-risk cases through a streamlined process. Low-risk parties may now be entered, screened, and approved within minutes.* ”

## Delivering Business Value

The optimization of the GAN Integrity platform has delivered clear, measurable outcomes for medmix:

- **Efficiency Gains**  
Automation reduced the average third-party review cycle time by around 97%, freeing up the compliance team to focus on high-risk matters.
- **Regulatory Compliance**  
The investigation module supports medmix meet the documentation and process expectations of the EU Whistleblower Directive.
- **Standardized “Capture and Assess”**  
Key processes are supported by structured workflows with mandatory fields, ensuring data from all regions is recorded in a consistent, traceable way.
- **Sanctions Screening**  
Integrated ongoing screening against relevant sanctions regimes ensures a robust approach for both suppliers and customers.



## Reporting that Delivers Insight

medmix has moved from ad-hoc data analysis to insight-driven reporting. By developing customized dashboards, Rene can now generate relevant KPIs that satisfy senior management, the Board and Audit Committee without manual heavy lifting.

“The solution has given us a reliable and efficient basis for reporting,” Rene says. “Management welcomes the improved transparency, which increases confidence that our processes are applied in a timely and consistent way.”

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## Looking Ahead: Extending the Platform

With a solid foundation in place, medmix is expanding the platform’s scope. The team plans to leverage the Benefit Approval Request module to manage healthcare compliance, pre-approving and tracking interactions such as benefits and support in a transparent way.

Additionally, medmix is exploring ways to support its sustainability reporting. “Our aim is to have a structured, workflow-based tool to collect and consolidate ESG-relevant data across sites,” Rene notes, adding that the company is looking at whether existing third-party due diligence workflows can be adapted for this.



## Working with GAN Integrity

Reflecting on the partnership, Rene highlights the support received during the TPRM redesign.

“The dedication, knowledge, and process management skills of the GAN team were outstanding,” he says. “They allowed us to go live with the new process within the anticipated timeline.”

He emphasizes that for a growing international company, the platform’s adaptability is key.

“The solution has proven scalable... enabling us to grow with the business, support higher volumes, and continue to meet our compliance objectives.”

## The Outcome

By partnering with GAN Integrity, medmix successfully transitioned from legacy systems to a unified, independent compliance framework. They have cut review times by 97%, ensured compliance with complex regulations like the EU Whistleblower Directive, and built a scalable foundation for future growth.

As Rene puts it: “The solution has strengthened our compliance program while enabling the business to move faster... It allows us to focus where it really matters.”

## See Everything

*“We replaced fragmented local tools with a unified system that provides global visibility. Management welcomes the transparency, giving them confidence that our processes are applied consistently.”*

## Adapt to Anything

*“A key reason for choosing GAN Integrity was its ability to be configured to our specific risk profile rather than forcing us into a ‘one size fits all’ setup. We tailored workflows to reflect how medmix operates as a standalone listed company.”*

## Get All the Help You Need

*“We’ve had excellent support. We kicked off with a 3-day workshop to review the old set-up and define key requirements. The dedication of the GAN team allowed us to go live within the anticipated timeline.”*

