



Global leader in Software-as-a-Service (SaaS)  
based meetings, events, and hospitality  
management technology implements Lawrbit  
Global Compliance Management Solution (GCMS)  
for their India Operations

**ITES | Operates from SEZ | 3 Offices**  
**70+ Laws | 1,600+ Compliance | 40+ Users**

## CLIENT INTRODUCTION

- Founded in 1999, Headquartered in Virginia, United States; the client operates out 19 offices spanned across 10 countries & employing nearly 4,000 employees worldwide
- They have their clientele in more than 100 countries with over 3,00,000 active users that utilizes their software to plan events, search venues, control meeting spend, consolidate member data, design custom mobile apps, distribute surveys and build strategic meetings management programs.
- The client offer solutions for Event Management, Meeting Management, Conference Management, Room Block Management, online platforms that drive Hotels and travel business, etc.
- The Indian entity works as captive knowledge and support centre for clients Global operations; offering services like sales, pre-sales support, development, legal services, etc

## THE NEED FOR AUTOMATION & CHALLENGES ON THE WAY

- Having failed to implement Compliance Management Solution once, the functional teams weren't very convinced with the idea of a second attempt
- Being a US based MNC and in SaaS business themselves, there were very stringent requirements of complying with IT and Data Security requirements
- The client operates with a lean compliance teams across functions, hence there was huge dependence on 3rd party service providers; who should now be on-boarded to the newer method of managing Regulatory Compliance
- Their India business was growing and they added 2 additional SEZ facilities, increasing compliance load, to be managed with existing set of resources only
- The global leadership is highly conscious for compliance obligations; have *zero tolerance policy towards any non compliance*. They wanted *visibility of Regulatory Risks on real time basis*

## BUILDING BLOCKS & IMPLEMENTATION A ROBUST FRAMEWORK

- Basis thorough due diligence, multiple round of discussions, client chose to implement GCMS in 2018
- It was the time when client opened 2 additional SEZ facilities as their business grew multi-fold.
- The key challenge was to bring every user on common platform and ensure a timely delivery

## IMPLEMENTATION PROCESS: STEP 1 - BUSINESS DISCOVERY

Our legal experts engaged with client's functional users in a detailed Business Discovery exercise to identify all applicable laws and compliance on its business:

- Researched information available in public domain
- Created function wise custom questionnaire to deep dive into every business aspect
- Locations, Nature of Establishment, Product / Service portfolio
- 3rd party vendors, service providers

## STEP 2 - COMPLIANCE OBLIGATION

- List of applicable laws shared with client SPOC
- Addressed legal queries of client's Functional SPOCs
- Identified gaps, suggested remedial actions
- Identified and finalized compliance obligations applicable on the business in consultation with Functional SPOCs
- Finalized *Ownership & responsibility Matrix* for each compliance obligation covering *internal and external stakeholders*

## STEP 3 - APPLICATION SET UP

Configured basis information gathered:

- Location & Department Master
- User Master, access rights for CXOs & Auditors
- Mapping of laws to location & functions
- Responsibility & Authority Matrix for compliance
- Event Trigger Rights & Approval Matrix
- Pre & Post Compliance responsibility mapping

## STEP - 4: USER TRAINING & GO-LIVE

- Multiple in person training sessions for end users
- Follow up help desks to resolve any Post Go-Live issues
- Training Manuals and Ticket Centre

## LIFETIME SUPPORT

Client now enjoys the benefits of our lifetime support,

- Regulatory Updates are provided on Near Real Time basis without any manual intervention
- Application is hosted on SaaS, so no involvement from client's IT team for application support
- Technology updates, upgrades and new features are introduced on regular basis

## THE IMPACT

- The leadership team at India & Global levels now have better visibility of compliance applicability and control over adherence & residual risk
- Everyone in the organisation is on same page with understanding and sensitivities of compliance obligations
- Organization wide Risk parameters and tolerance levels are fixed and standardized
- Better visibility, transparency and accountability across users; both internal & external
- The initiative was well received and appreciated by the global legal head
- Management's reliance on analytical dashboards, regulatory updates is high
- Helped client reduce cost of compliance

## KEY LAWS APPLICABLE ON CLIENT

Companies Act, 2013
Goods and Service Tax Act
Income Tax Act
Customs Act
FDI Regulations
Prevention of Money Laundering Act
Prevention of Corruption Act
FEMA Master Direction - Import & Export
MSME Act
Prevention of Money Laundering Act
Prevention of Corruption Act
FEMA Master Direction - Import & Export
Information Technology Act
Telecom Regulatory Authority of India Act
The Emigration Act
Passport Entry into India Act
Employees Provident Fund Act
Employees State Insurance Act
SEZ Act - Haryana
Shops and Commercial Establishment Act
Sexual Harassment of Women at Work Place ( <i>Prevention, Prohibition and Redressal</i> ) Act
Payment of Bonus Act
Apprentices Act
Maternity Benefit Act - Haryana
Minimum wages Act - Haryana
Labour Welfare Fund Act - Haryana
Inter State Migrant Workmen Act
Fire Service Act - Haryana
Private Security Agencies Act - Haryana
EHS Laws - E-Waste, Non Biodegradable Medical Waste, Batteries Management, etc
& More

## ABOUT US

Regulatory Risks are amongst "**Top 3 Business Risks**" globally as there are multiple laws applicable which are changing frequently, difficult to understand and Compliance to these is everyone's responsibility. We offer RegTech & Lextech solutions for Enterprises, Audit & Compliance Professionals globally.

- *Our decade of experience in creating Global Regulatory Intelligence and understanding real-life challenges of managing them have helped us create innovative, best in class solutions that are scalable & easy to implement.*
- *Our solutions integrate Regulatory Intelligence across laws for 70+ countries with technology, making it easy for users to understand compliance obligations and be informed of the Regulatory changes.*
- *Our Legal Network comprises 1000's of legal experts from 100's of Legal, CPA & Consulting Firms across 70+ countries having domain and territory expertise across areas of law.*

## OUR SOLUTION PORTFOLIO

### ENTERPRISE SOLUTIONS

- [Global Compliance Management](#)
- [Legal Matter Management](#)
- [Enterprise Risk & Controls Management](#)

### PROFESSIONAL SOLUTIONS

- [Compliance Audit Management Solution](#)
- [Compliance Service Management Solution](#)
- [Litigation Management Solution](#)

## OUR LOCATIONS



### DELHI / NCR (CORPORATE OFFICE)

865-A, Tower - B1, Spaze I-Tech Park |  
Sector 49, Gurgaon - 122002



### JAIPUR (KNOWLEDGE CENTRE)

32, Gopal Tower, Dadu Marg, GopalBari,  
Jaipur, Rajasthan - 302001



### MUMBAI

WeWork Chromium, JVLR, Opp. L&T  
Business Park, Andheri, Mumbai - 400076



### AHMEDABAD

A2/512, Palladium Complex, Corporate Rd,  
Prahladnagar, Ahmedabad, Gujarat - 380015

## PARTNER LOCATIONS

**INDIA:** Bengaluru | Chennai | Hyderabad | Pune

**GLOBAL:** Dar-E-Salaam, Tanzania

## GET IN TOUCH WITH US



+91-9560-83-4141



[info@lawrbit.com](mailto:info@lawrbit.com)



[www.lawrbit.com](http://www.lawrbit.com)



Scan QR code to know more

Copyright © 2020 Lawrbit Lextech India Private Limited, all rights reserved. Lawrbit makes every effort to use reliable and comprehensive information, but Lawrbit does not represent that the contents of the report are accurate or complete. This document has been prepared without regard to the objectives or opinions of those who may receive it. Opinions expressed herein are entirely those of author(s) & the document is being furnished to you for your information only.

Lawrbit is registered in India having Corporate Identity Number or CIN : U74995RJ2018PTC062060.