



Directors push for Diligent's Board Solutions at CitiusTech

Company: CitiusTech

Industry: Healthcare technology

Location: Mumbai, India

Company Overview

CitiusTech, a tech unicorn with over USD200 million in revenue, is a specialist provider of healthcare technology services and solutions to payers, providers, and medtech and life sciences organisations worldwide.

CitiusTech has over 8,500 healthcare technology professionals serving over 140 healthcare organisations globally. It's powering the future of healthcare, driving clinical value chain excellence through systems integrations and interoperability, data management, predictive analytics and digital engagement.

As a global healthcare technology company, incorporated both in India and the United States, CitiusTech has a diverse board of directors. Like most boards, busy and regionally diverse executives who are always on the go can pose a challenge when it comes to board preparations and meeting management.

Key benefits

- User-friendly interface makes board and committee meetings more focused, efficient and productive
- Document sharing gives board members safe and secure access to meeting documents
- Auto-notification alerts board members when meeting documents have been uploaded to the portal
- Local customer success team offers fast response and resolution to emerging issues

Time zone differences, for example, add another layer of complexity to the scheduling process. Creating the meeting agenda and preparing the board deck become much more tedious when everything is shared and followed up via email.

CitiusTech needed a solution to centralise creating the meeting agenda, uploading the board pack and other meeting documents and notifying board members of any changes before the quarterly board and committee meetings.

Solution

The decision to implement [Diligent's Board and Leadership Collaboration \(BLC\) solutions](#) came from the strong advocacy of CitiusTech's international board members.

This speaks to Diligent's BLC solutions being the board portal of choice among global directors, who see the value in our solutions and attest to our platform's user-friendliness. Before Diligent, the secretarial team sent the meeting invites, created the meeting agenda and shared board decks via email only.

CitiusTech has been using Diligent's BLC solutions since 2021. The board portal, in particular, streamlines the log-in process for directors who oversee multiple boards. It provides a simple, user-friendly experience for directors to manage board seats, gaining access to a unified platform with robust security measures that segregate data across diverse board seats.

Quick facts

- Founded in 2005
- Headquartered in Mumbai, India and Princeton, New Jersey
- Has operations in: India, United States, Canada, United Kingdom, United Arab Emirates, Singapore and Poland
- Has three healthcare subsidiaries: FluidEdge Consulting, SDLC Partners and Wilco Source
- 8,500+ healthcare technology professionals
- 140+ healthcare and life sciences clients
- 350+ active customer engagements

 Diligent was highly recommended by the board, because it was already being used in some of their portfolio companies. They were already familiar with the portal and found it easy to use."

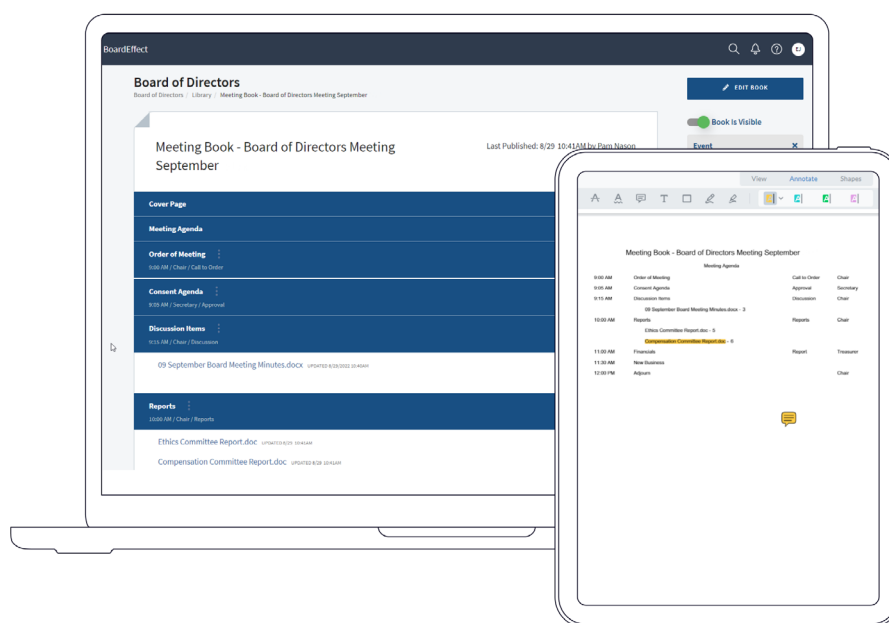
Diligent Boards Administrator
at CitiusTech



Results

Diligent's BLC solutions have helped CitiusTech improve its corporate governance, becoming a more effective and efficient board through the following enhancements:

- Frictionless director adoption:** Thanks to the platform's user-friendly interface, directors need little to no training to use the board portal. "Whenever we add a new board member to the portal, we usually just share the link to the training video, the log-in and meeting details, and they are good to go," says CitiusTech's Board Admin.
- Improved meeting management:** CitiusTech has at least one board meeting every quarter, along with other committee meetings, as necessary. "We're using the portal mainly to create the book for board and committee meetings, and upload the board documents. The automatic notification is very helpful for the board and secretarial team," shares CitiusTech's Board Admin.
- Secure document sharing:** "Since we are a healthcare IT company, security is also an important area for us," adds CitiusTech's Board Admin. Diligent's BLC solutions centralise board documents in an encrypted and highly-secure cloud-based environment that also integrates with common productivity tools such as Microsoft 365 and meeting technology tools such as Microsoft Teams and Zoom.
- Automatic notifications:** "Once we upload the documents, board members get a notification that the documents are already in the portal. This feature is important because it saves us time contacting directors and reminding them to review the meeting documents," shares CitiusTech's Board Admin.
- Outstanding customer service:** "Customer support has been really good, and we're finding it easy to reach out and coordinate since Diligent has local customer success teams in India," adds CitiusTech's Board Admin. This leads to fast response and resolution times for their questions and issues regarding the platform.





As CitiusTech gears up for growth, looking at acquisitions and other growth opportunities in the market, having a robust board portal like Diligent's BLC solutions can help elevate the company's governance standards and attract more international board members.

The company wants to learn more about Diligent's BLC solutions and other product capabilities to further streamline its board management process. One such feature is the Microsoft Teams meeting integrations.

"We are already using Microsoft Teams for our virtual meetings, so we're looking to integrate meeting management through Diligent as well," shares CitiusTech's Board Admin. From a director's standpoint, accessing Diligent's board portal from within Microsoft Teams is also much more efficient than opening multiple applications.

As the company grows and looks to attract international board talent, having a robust board portal like Diligent's BLC solutions demonstrates its strong commitment to corporate governance. It sends a strong message that the company values its directors' time and wants to empower them to lead more effectively by providing the tools they need to govern.

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About Diligent

Diligent is the global leader in modern governance, providing SaaS solutions across governance, risk, compliance, audit and ESG. Empowering more than 1 million users and 700,000 board members and leaders with a holistic view of their organisation's GRC practices so they can make better decisions, faster. No matter the challenge. At Diligent, you are an agent of positive change. You are joining a team of passionate, smart, creative people who not only want to help build the software company of the future, but who want to make the world a more sustainable, equitable and better place. Be a part of a global community on a mission to make a real impact.

For more information or to request a demo:

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