

Telepass cuts risk management follow-up time by 50% with Diligent's AI-powered platform

Discover how Telepass leveraged AI and automation to transform risk management, achieving a 50% reduction in follow-up time and empowering data-driven decisions.

Telepass case study

Company Overview

Telepass is a leading European provider of electronic toll collection and digital mobility services operating in the fast-paced, highly regulated financial services industry. For Chief Audit Executive Michele Variale, navigating this complex landscape demands a proactive, data-driven approach to risk management. Since joining Telepass in 2020, Variale has spearheaded a transformation of the company's internal audit function, focusing on efficiency, transparency, and delivering actionable insights to the board — a transformation he's achieving with the support of Diligent.

Company: Telepass

Industry: Electronic toll collection and digital mobility services

Location: Europe

The Challenge:

Balancing innovation with complex compliance

For Telepass, innovation is key to staying ahead in the competitive digital mobility landscape. However, this innovation must be balanced with the stringent regulatory requirements of the financial services industry. Variale recognised that their existing internal audit processes were hindering both agility and oversight. To achieve quicker buy-in from the board, recommendations needed to be supported by data.

Like many chief audit executives, Variale faced the challenge of enhancing the impact and effectiveness of his team's work.

“Trustworthiness to the board is key for Chief Audit Executives. The power of analytics allows us to move beyond guesswork and provide concrete, data-backed answers.”

Michele Variale
Chief Audit Executive
Telepass



He knew that manual processes, like action item follow-up, consumed valuable time and resources, preventing the team from focusing on strategic risk assessment. This, combined with increasing regulatory pressures and operational inefficiencies, created a pressing need for a modern, scalable and adaptable risk management solution.

Variante believes that technology should enable a methodology, not dictate it. As he puts it, “The starting point is ensuring you have a solid methodology in place before even considering a solution. Then, choose the software that best allows you to be independent and autonomous in setting up what exactly you need.”

The Solution:

Diligent One Platform – Telepass’ single source of truth for risk and compliance

To address these challenges, Telepass sought a solution with flexibility, customisation, and powerful analytics capabilities. Diligent emerged as the right choice, and Variante was particularly impressed by the platform’s adaptability and the level of control it offered. This enabled what he calls ‘combined assurance,’ integrating various control functions into a single, unified system.

Variante knew Telepass needed a solution that offered a “single point of truth” to handle issues raised by audit, risk, compliance, or data protection, [and] bringing the whole set of control functions under a single roof.” This level of integration was crucial for ensuring consistency and alignment across all control functions. With Diligent, Telepass could finally enforce a common risk taxonomy streamlining communication and collaboration across the organisation.

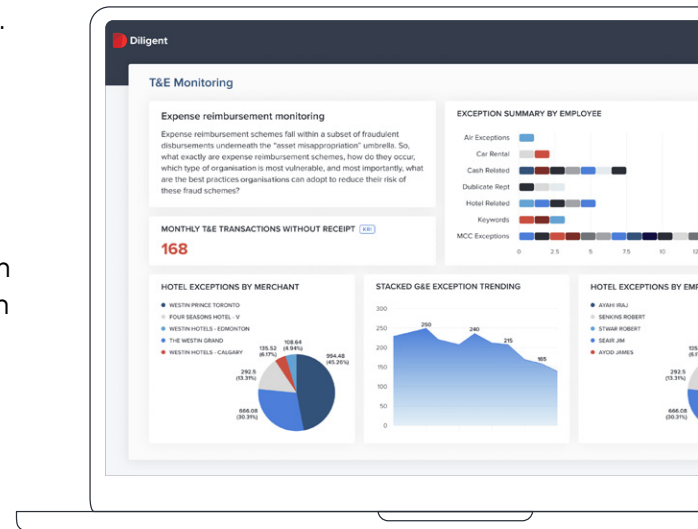
The Results:

50% faster follow-up and greater board confidence

By implementing Diligent One Platform, Telepass has achieved significant improvements in efficiency, transparency, and oversight. These quantifiable results demonstrate the

“It’s about finding a software solution that works around you, not the other way around.”

Michele Variante
Chief Audit Executive
Telepass





transformative impact of the platform on their risk management and compliance processes:

- **50% faster action follow-up:** “The number of days that I allocate to action follow-up is reduced by 50%,” Variale confirms. “Now we have a comprehensive single, unique reporting available to the board.”
- **Stringent review and timely follow-up:** Implementing the Diligent One Platform empowers Telepass with 100% continuous monitoring of potentially fraudulent transactions, leading to improved risk management.
- **Enhanced oversight and transparency for the board:** With Diligent One Platform providing a unified platform for all control functions, Telepass has significantly improved communication and oversight. This enhanced transparency provides Variale with greater objectivity when communicating with the board, as he now knows “exactly where we are in the audit plan.”

Looking ahead:

Continued growth with the Diligent One Platform

Telepass plans to further leverage Diligent One Platform to streamline its risk management processes, enhance data-driven decision-making, and drive continuous improvement across the organisation.

“Diligent One Platform doesn’t just store our audit and risk data, it actively manages our work, giving me valuable insights into my team’s performance and helping them develop their skills.”

Michele Variale
Chief Audit Executive
Telepass

“What makes Diligent different is the complete level of customisation. I’ve spent nothing in consulting services to set my platform up and I know how to flex it so that it can meet all of my needs as they change over time.”

Michele Variale
Chief Audit Executive
Telepass

About Diligent

Diligent is the leading GRC SaaS company, empowering more than 1 million users and 700,000 board members and leaders to make better decisions, faster. The Diligent One Platform helps organizations connect their entire GRC practice — including governance, risk, compliance, audit and ESG — to bring clarity to complex risk, stay ahead of regulatory changes and deliver impactful insights, in one consolidated view. Learn more at diligent.com.

Learn more

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