

# Culture change within compliance work

LicenseHQ and Compass Group USA



## The challenge

Licensing compliance work can be viewed as more of a task than a discipline, yet the work of keeping a business in business is a big responsibility. Compass Group USA manages its licensing portfolio with CSC LicenseHQ®, which has become a crucial component of its operations and has helped highlight the value its licensing professionals create.



## The solution

“I have monthly reports that go out to groups of managers that say ‘here’s all of your licenses, here’s what’s coming due, and here’s where we are in the workflow process,’” said Compass Group USA Senior Licensing Analyst Traci Adams. “That puts the responsibility on the business unit instead of me to track down information, and we went from all kinds of late fees to 100% compliant.”

Adams said organizing licensing work this way and bringing field offices in upfront has created a lot more visibility into the licensing process, which historically had not been the case.

“Using LicenseHQ provides accountability, where sites and leadership can see down to the date something got mailed,” said Adams. “It’s really starting to change how we’re viewed, that we’re an asset and here to help versus being this far removed corporate office. The field is seeing much more clearly that we are looking out for their interests.”

Historically, field offices were responsible for applications and renewals, but a shift has been taking place, moving responsibility toward centralized licensing teams. Field offices now speak with Compass Group USA’s licensing team upfront and that’s created accuracy and accountability.

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**Traci Adams, Senior Licensing Analyst  
Compass Group USA**

We’re ready to talk.



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“I don’t think you can put a price tag on being able to immediately say ‘this is what I did and why I did it’ when someone asks,” said Adams. “We use the email function pretty regularly and save notes when we reach out, so it’s created a lot more accountability.”

LicenseHQ manages the renewal process step-by-step and shows supporting data. Every document, communication, and data point lives within a single system. Being able to visualize how much it takes to keep a business compliant is often eye-opening. These days, Adams said she and her colleagues are viewed as compliance professionals, as a credit to the whole organization.

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## LicenseHQ’s easy-to-use tools make appeal and portfolio management easier.



### Dashboard calendar

Configurable, dynamic dashboard displays all pending deadlines.



### Automated notifications

Automated email alerts warn of upcoming task deadlines.



### Customizable workflows

Customizable license workflows track every step in your process



### User-defined flexibility

User-defined tasks help LicenseHQ respond to your unique business needs.



### Secure collaboration

Secure, centralized database provides users access from anywhere.



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