UPGRADE FROM CONVERCENT OR ONETRUST TO COMPLIANCE COCKPIT

Frequently Asked Questions

This FAQ is designed to provide clear, concise answers to the most common questions you may have about the transition to the enhanced Compliance Cockpit. It covers key topics such as upgrade timelines, technical requirements, platform functionality, and support resources. Our goal is to ensure you feel fully informed and confident throughout each stage of the upgrade process.

UPGRADE MANDATE & STRATEGY

Will I be able to use the Compliance Cockpit in the same manner I used Convercent and/or OneTrust?

Absolutely. We're migrating your current configurations "as-is" so your day-to-day workflows continue uninterrupted. Once you're live, our team will partner with you to unlock new Compliance Cockpit capabilities—at whatever pace keeps your program thriving.

I have OneTrust Ethics modules. Is there any possibility of upgrading it in 2026?

We understand shifting timelines can be challenging. Because OneTrust Ethics & Compliance modules will retire **at the end of 2025,** moving to the Compliance Cockpit by December 10th is essential to avoid service disruption. We'll guide you every step of the way to make the transition smooth and successful.

What if I want to remain on Convercent and/or OneTrust and don't want to move?

Remaining on Convercent and/or OneTrust will not be an option. Continuing on the legacy platforms would limit your access to enhancements and security updates. Upgrading to the Compliance Cockpit ensures you stay on a modern, best-in-class foundation—so we can keep innovating together for years to come.

UPGRADE TIMELINE & SCHEDULING

When will I upgrade to the Compliance Cockpit?

Your planned kick-off month was emailed to your program lead. If you don't see it, reach out to your Customer Success Manager or let us know at cvt-upgrade- csm@eqs.com and we'll confirm.

How long will it take to complete my upgrade?

Upgrades will range from 2 to 4 months depending upon the complexity of your existing setup and the number of modules you're currently utilizing. We will provide you with a project plan—with milestones and owners—so you always know where things stand and can escalate any concerns early.

What if I would like to upgrade sooner than I'm currently planned?

We appreciate your enthusiasm! Contact your Customer Success Manager or email us at cvt-upgrade-csm@eqs.com and we'll assess capacity; if we can accelerate your slot without compromising quality, we certainly will.

Will there be any downtime between the systems?

For Disclosures and Policies, there will not be any downtime between upgrading from Convercent or OneTrust to the Compliance Cockpit. For the Convercent Helpline, our product and engineering teams are working to identify a solution that will prevent any downtime, but there is a possibility of minimal downtime. In case there is downtime, we will work closely with your team during the upgrade process to ensure this is communicated in advance of the transition.

TECHNICAL READINESS

Will I be able to set up HR Data and SSO?

Yes. Right after go-live you'll configure HR feeds and SSO in production using our step- by-step guides. We will also provide documentation on converting your existing HR File into a digestible format, if applicable. We recommend engaging your IT team now so they can review the documentation and be ready to act quickly.

What options do you support for feeding HR Data into the Compliance Cockpit?

The Compliance Cockpit supports several solutions for bringing your HR Data into the system in an automated way. We can support SCIM, Flat File automated via SFTP, Manual Bulk Import, and a few other options.

What technical resources will I need from my side to support the upgrade?

The only technical components to the upgrade should be HR Data, Single-Sign-On, and, if you have a vanity URL for your Helpline, redirecting it to the Integrity Line. Please make sure you begin aligning resources for these as soon as possible.

PLATFORM FUNCTIONALITY & PARITY

Are there any Helpline features that will not be available on the Compliance Cockpit Integrity Line?

Over the course of the year our product and engineering teams have been hard at work enhancing the Integrity Line to ensure it offers as many of the capabilities Convercent offers, and we remain committed to providing you solutions for the problems you solved on your legacy platform. However, there are a handful of features that we do not plan to implement on Integrity Line including, but not limited to, partial anonymity on intake and SMS Text intake.

Will I be able to continue running year-over-year reporting after the transition?

The product team has been keeping reporting top of mind while developing upgrade tooling and feature enhancements required for customers moving from Convercent and OneTrust. Most metrics that were available in Convercent or OneTrust will be available in the Compliance Cockpit, and for any that are different, our team will be able to answer questions and provide guidance on how to bridge the gap.

What will happen to our phone lines? Will there be changes to the numbers?

Your telephone intake numbers will remain the same, so you will not need to update your internal materials to reflect new numbers. Phone reports will be routed to the Compliance Cockpit Integrity Line once you are live.

What happens if one of our employees visits the Convercent web landing page?

For any open cases, the migration tooling will post a message in the Convercent case

to the reporter, which will give instructions for accessing Integrity Line. This message will include temporary credentials, and the reporter will be able to update their password after accessing their case in Integrity Line for the first time.

Please note that reporters will be able to access the "Check Status" panel on your original Convercent landing page in order to view their case messages and see their new Integrity Line case credentials. While the "Check Status" panel will be available, if a reporter tries to submit a new report into Convercent after migration, they will be redirected to your organization's new Integrity Line page.

I have multiple modules. Will I need to move all of them together?

Yes. Upgrading all modules at once prevents duplicate projects, keeps your users in one system, and gets you to the full Compliance Cockpit experience sooner. Furthermore, this will ensure you continue working out of a single system, maintaining a unified experience for your employees and administrators. Lastly, a single upgrade ensures you only need to pull in IT resources once.

OneTrust Policy Manager offered an in-app Word integration. Does Compliance Cockpit offer the same?

Currently, the Compliance Cockpit does not offer an in-app integration with Microsoft Word as there are some limitations with the in-app editor. However, the Compliance Cockpit supports linking to external resources, which OneTrust did not support. This includes the ability to directly link to a SharePoint Word file, allowing you to continue utilizing the full functionality of Word 365. The Compliance Cockpit also allows for uploading Microsoft Word documents, which OneTrust and Convercent both support, and for creating policies directly in the application with a rich-text editor.

DATA MIGRATION & INTEGRITY

Will my legacy data be migrated to the Compliance Cockpit?

As part of the upgrade, we will be leveraging tooling to migrate your legacy data onto the Compliance Cockpit. This will include Helpline, Disclosures, and Policy data. We will not be migrating your historical Campaign data but will provide you with an extract of this data. Additionally, for Convercent Helpline and Disclosure customers we will be migrating your attachments. Lastly, for Policies we will not migrate policy documents in a draft state, the policy approval workflows, approval metadata, or review comments.

What if I want a fresh start and don't want to bring over my legacy data?

You will have the option not to bring your legacy data if you prefer to start fresh. We will still provide you with an extract of your legacy Helpline, Disclosures, and Policy data. We will however still be migrating your existing setup and configurations, and you will have the option to make changes once the project is completed.

Will I have an opportunity to review the configurations and legacy data on the Compliance Cockpit?

We will provide you with a 2–3-week window to review the configurations and legacy data that were brought over using the migration tooling. Once you've reviewed and confirmed the configurations and data are consistent with the legacy platform we will load them into Production.

POLICY, CAMPAIGN & TRAINING TOOLS

Will the upgrade have an impact on my 2025 campaigns?

Please reach out to your Customer Success Manager to discuss your campaign timing to make sure you can complete your campaign without impacting the upgrade schedule.

Can I launch a test campaign during the upgrade?

We will not be able to support a test campaign during the upgrade process. However, the campaign functionality on the Compliance Cockpit will function much the same way it does on Convercent and OneTrust, but with many enhancements. As a matter of fact, the Campaign module will have functionality that allows you to launch a test campaign, and we will provide documentation resources, but the test campaign will have to be completed after the upgrade is completed. Additionally, the Compliance Cockpit supports the ability to delete test data like test disclosures, policies, and Integrity Line cases.

Will you offer an LMS/Education solution?

Our leadership team is currently evaluating what a potential LMS/Training solution would look like on the Compliance Cockpit. While we understand the value of utilizing the same system for training as your other Ethics & Compliance program management tools, no decision has been made on whether we will provide a training solution. As soon as a decision is made, we will make you aware.

TESTING, VALIDATION & SUPPORT

What if I want to take this opportunity to revamp the configurations and setup of our Compliance tools?

While we are here to ensure your long-term success and support your program as you grow, scale, and adapt, for the purposes of the upgrade to the Compliance Cockpit we will not be implementing changes to your configurations and setup. The goal of the upgrade is to minimize disruption to your program while we move you to the Compliance Cockpit by moving over all your existing configurations, setup, and legacy data. Following the upgrade, you will be able to make changes to your setup and begin leveraging new capabilities.

Will I have an opportunity to do testing in the Compliance Cockpit?

During the upgrade process you will have a window to do testing in the demo environment. However, any changes or configurations you make in the demo environment will not be migrated to the Production environment and will have to be manually re-configured after going live.