



Bringing Order to Complexity

How Quest Diagnostics
streamlined entity
management with CSC

ESTIMOTE



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DAWN LEAHY

Senior Paralegal Specialist

When Dawn Leahy joined Quest Diagnostics in 2008 as a senior paralegal specialist within the corporate secretary's office, she quickly realized the company's entity management processes were unsustainable.

"There was no centralized system," Dawn recalls. "Everything was being tracked in spreadsheets, and annual report filings were being handled in-house. My head was spinning."

Quest Diagnostics, a leading diagnostics testing company, oversees hundreds of subsidiaries. Maintaining accurate records, managing compliance obligations, and supporting internal stakeholders requires a reliable system and efficient processes. But without a centralized platform, oversight of entities, filings, and records required extensive manual work and constant coordination.

"It wasn't scalable, and it wasn't efficient," she says. "We needed a better way to manage our entities and compliance obligations."

Bringing a trusted partner to Quest Diagnostics

Fortunately, Dawn knew what a better system could look like.

Earlier in her career as a corporate paralegal in Los Angeles, she had worked closely with CSC and understood how their services streamlined entity management and corporate filings.

"**I discovered CSC in my first corporate paralegal role** and quickly saw how valuable their services were for managing day-to-day corporate activities," she says.

That experience gave her confidence CSC could help bring structure and efficiency to Quest Diagnostics.

Quest adopted CSC's entity management services in 2009, and they felt the impact immediately.



“The ability to have all of our subsidiary information in one place—and work with a company that also serves as our registered agent—makes corporate transactions seamless,” she explains.

Creating a system that works for the entire organization

With CSC Entity ManagementSM in place, Dawn completely transformed how Quest manages its corporate entities. Instead of scattered spreadsheets and manual tracking, the organization now has a **centralized system that serves as the single source of truth** for entity data.

She also took advantage of CSC’s customization capabilities to build a system tailored to Quest’s needs.

“I’ve created custom fields throughout the database, so we can track internal numbers and identifiers for each entity,” she says. “That customization makes it much easier for people across the company to find exactly what they need.”

The platform also changed how internal teams access entity information. Rather than routing every request through the legal department, CSC Entity Management enables user permissions, so employees outside of the legal department can access the system directly.

“I encourage our internal clients to go straight to CSC Entity Management to find the information they need,” Dawn says. “I even run annual trainings to show people how to navigate the database.”

As a result, Quest experiences more efficient workflow across the organization. “It saves an enormous amount of time—not just for me, but for everyone.”

Technology that scales with the business

As Quest Diagnostics continues to grow, CSC’s evolving platform helps the company manage new entities quickly and efficiently. When Quest acquired a Canadian company with numerous subsidiaries, CSC’s **bulk import functionality** made onboarding those entities simple.

“I was able to upload everything at once,” Dawn says. “It was extremely impressive.”

She also highlights features such as **minute book management and document storage**, which provide a centralized location for important corporate records. Equally important, CSC continues to enhance the platform with new capabilities.



“The technology is always evolving,” Dawn says. “Every year there are new features that make the system even better.”

Customer service that sets CSC apart

While technology transformed how Quest manages entity data, Dawn believes CSC’s customer service sets the company apart.

“This is one customer service team where my experience has been incredible,” she says. “From the dedicated customer service rep that I have been working with for years to the backup that supports him while he’s away.”

Over time, Dawn developed longstanding relationships with CSC team members who understand both her workflow and Quest’s corporate structure.

“There’s very little turnover, which is rare,” she says. “I feel like I’ve worked with the same people for years, and **they know exactly how we operate.**”

A daily essential for managing compliance

Today, CSC supports Quest Diagnostics with more than 500 registered agent

units, along with annual report preparation and a centralized entity management platform. For Dawn, the transformation is significant.

“CSC simplifies so many aspects of my job,” she says. “Having registered agent services, entity management, and annual report filing all working together makes everything much easier to manage.”

The platform is now an essential part of her daily workflow.

“I use it every day,” she says. “I couldn’t do my job without CSC.”

A partnership built on trust

Dawn has worked with CSC for more than **25 years across two organizations**, and the partnership has become a cornerstone of how she manages corporate compliance.

“I’m CSC’s biggest fan,” she says. “The technology is advanced, the service is outstanding, and the people truly care about helping their clients succeed.”



CSC is the world's leading provider of global business administration and compliance solutions for every phase of the business and investment life cycle, helping to form entities, maintain global compliance, execute secured transaction work, and support real estate, M&A, and other corporate transactions.



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