

Streamlining Compliance Operations for a Leading Commercial Leasing and Finance Group

One of the largest financial holding company incorporated & headquartered in USA. The client provides financing and leasing capital to customers in over 30 industries with a revenue of approximately \$3.6bn.



Challenges

- Historical/ backlog population of 12K alerts for Watch List Filtering/ Sanctions and 10K alerts for Adverse News Screening pending to be reviewed
- Difficulties to manage both the backlog / historical reviews and business as usual (BAU) volumes with existing bandwidth of contract staff.
- Migration/Transition of KYC new client onboarding, periodic review and Fraud operations from client to Infosys

Process Handled

- KYC New Onboarding
- KYC Periodic Review/Renewals
- Watch list/Sanctions Screening & Filtering
- Adverse Media news screening
- Fraud Operations



Solution

- Focused onsite and offshore training was planned and executed thereby utilizing optimum time for knowledge transfer
- Minimum training required on proprietary applications as the team had proficient experience in Actimize RDC, Lexis Nexis & World Check
- Implemented reporting tool for Adverse News Screening as a value add
- Faster mobilization and process transition, to complete project work and take up BAU work
- Domain experts designed a swift solution for execution of WLF, ANS alerts and KYC requests.

Benefits Delivered

- Clearing volumes on a daily basis within TAT time.
- 92% of the team got L2 certified, which resulted in reducing average handling time per alert (from 10 minutes to 6 minutes).
- L2 certification resulted in saving 4 FTE.
- Quality and productivity of L1 and L2 reviews were in line with client expectation
- Adherence to regulatory compliance
- Implemented COB quick reference guide, search engine tool and knowledge repository, process check list as a value add in WLF, Adverse News Screening and KYC process.



6 Mins
Handling time



92%
L2 certification



100%
Inline with client expectations