

Simplifying Sanctions Screening & Investigation for a US-based Global Financial Data Services Company

The company has the world's largest electronic database for legal and public-records related information. Headquartered in the USA, the client provides computer-assisted legal research as well as business research and risk management services



Challenges

- Population of 2Mn (Level 1) sanctions screening alerts to be completed within 2 months
- Ramping up 300 resources over an extremely short duration of 1.5 months post project go ahead
- Setting up the technology infrastructure i.e. VPN, network connectivity, application access

Process Handled

- Sanctions Screening & Investigation
- Alert Remediation Service (ARS) for the disposition of sanctions screening alerts generated from the Bridger product utilized by the end Client.
- Level 1 Primary Review - analysts will verify the alerts and disposition them as either "Potential/ True Match" or "False Positive" or "RFI" – Request For more Information.



Solution

- Leveraged existing resources from multiple accounts across Infosys in batches to enable effective service delivery.
- Team lead layer (5%) identified internally and also hired externally to bring in AML experienced resources
- 2 location strategy to optimize resource hiring and a natural BCP option.
- Core training team (5 resources) comprising existing AML account & solution design teams to impart pre-process and specific training following train the trainer approach
- Core technology PMO team set up

Benefits Delivered

- Achieved target of 2mn alerts on time
- Resources on boarded and all application ids created before timeline
- All pre-process and client specific training completed for all resources despite multiple changes in process
- Infrastructure and id creation completed before client shared volumes resulting in no time lag from our end
- Quality and productivity of reviews surpassed client expectations – Achieved 100% TAT and 99% quality vs 98.5% agreed
- Guidance for maximum time per alert was 5 minutes but team completed in less time thereby taking on more volumes
- Basis performance, project extended indefinitely with one month notice for termination



2 Million
Alerts on Time



5 Mins
Max time per alert



100%
On TAT