

ARE YOU AT THE FINISH LINE YET?

Ramping up staff and reducing turnaround time for productivity improvements.

A leading UK-based global bank was looking at clearing AML alerts backlog to comply with regulatory deadline.

CHALLENGES



The client faced several issues in terms of alerts and needed to close such cases:

- Increase in volume of monthly alerts generated due to fine-tuning of alert management system
- Aging and pending L1 and L2 alerts for review and reporting to FIU
- External support requirement to remediate 28k L1 and L2 reviews as well as regulatory mandate to reduce alert/case ageing to less than 120 days

SOLUTIONS



Infosys BPM addressed the client's pain points by:

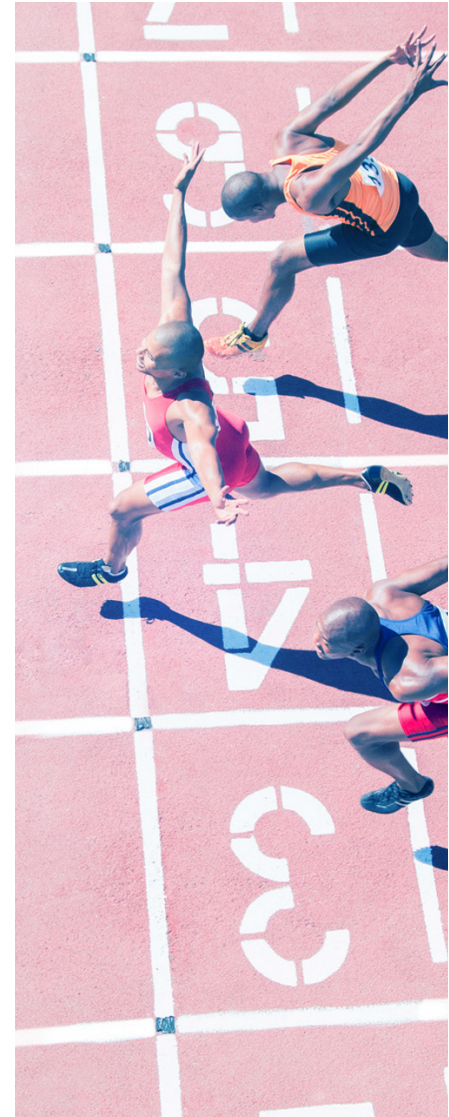
- Ramping up 50 resources within 45 days of intimation, including background verification checks
- Conducting a comprehensive 2 weeks' training by IBPM Compliance COE
- Identifying any unusual activities by conducting a 180-day account activity review and determining whether these are a onetime event or whether they fall under a recurring pattern

BENEFITS



Infosys BPM completed the backlog reviews across 3 phases within the agreed-upon timeframe and:

- Reduced the average case age to 30 days as against the 200+ days it took earlier
- Maintained the quality scores of investigated cases at 98%, with zero decision errors till closure
- Cleared 28k alerts within the stipulated period



For more information, contact infosysbpm@infosys.com

© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.