

ARE YOU IN A RUSH TO CATCH THE NEXT TRAIN?

Clearing high volumes of KYC cases and reducing operational costs.

A US-based global investment bank wanted to meet regulatory deadline of clearing a backlog of KYC remediation cases.

CHALLENGES



The client faced several key challenges in its KYC operations:

- Lack of deployment of competent resources at its onshore office
- Compliance with global legislation and regulation as well as existing client CIP protocols to clear high volumes and backlogs in KYC remediation and onboarding
- Improve employee efficiency and reduce operational costs

SOLUTIONS



To resolve the client's pain points and identify key process improvement areas, we implemented several measures, such as:

- Identified and deployed in-house KYC experts who can be mobilised and placed at client's onshore office in quick timeframe
- Scaled up internal resources onshore with required AML/KYC experience
- Set up a generic mailbox to effectively handle all responses from the regional managers (RMs) and the end customers

Additionally, the Infosys BPM team took up extra volumes of work each month compared with the client's team, which improved the average number of cases processed.

BENEFITS



With the Infosys BPM approach, we were able to:

- Clear the backlog of KYC remediation cases within the regulatory deadline
- Support the creation of Client Standard Language templated for various requirements based on the classification of the entity to ensure effective and standard client communication

In addition, the IBPM team accomplished higher productivity numbers compared with the client's internal team — 476 cases versus 281 cases!



For more information, contact infosysbpm@infosys.com

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