

# IT'S NOT JUST THE SPY AGENCIES THAT DO MONITORING AND SURVEILLANCE!

**Remediation support for overall process improvements.**

A US-based global investment bank was looking to partner with a vendor to support in clearing a backlog of trade surveillance process.

## CHALLENGES



**The client was facing issues in trade surveillance due to several factors:**

- Generation of a large number of alerts in its surveillance platform due to system issues
- Lack of support in conducting investigation and clearing the alerts posted by the system

## SOLUTIONS



**We approached the client's pain points by:**

- Identifying and deploying in-house SMEs who can be mobilised at a shorter timeframe and placed at client's onshore office
- Scaling up our internal resources at our offshore locations with required trading and surveillance experience
- Working backwards on the end date and closely monitoring day-to-day activities to ensure that deadlines are met
- Taking up volume ring-fenced to the IBPM team and applying triage as per the process defined by the client
- Identifying key process areas for improvement

## BENEFITS



**With the Infosys BPM approach, we were able to:**

- Clear backlog of cases under investigation by 100% adherence to the agreed timelines
- Accomplish higher productivity of greater than 125% without compromising on quality
- Conduct sample QCs to ensure zero gaps in executing the process



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