

# LADIES AND GENTLEMEN, WE HAVE A PROBLEM IN ONE OF OUR PROJECTS!

Identifying process deficiencies and validating reports monitoring across geographies.

One of the largest US-based financial services corporation faced several deficiencies in its trade surveillance function.

## CHALLENGES



The client was facing several issues in its trade surveillance operations and was looking at partnering with a vendor to provide experienced SMEs:

- Understanding of multiple source system data and how these are aligned with the client's trade surveillance systems, such as MANTAS, SMART, APAMA, KOSCOM (Korea), Japan system, Manual, etc.
- Lack of workflow management as well as tools and accelerators to fast track the remediation exercise

## SOLUTIONS



Infosys BPM approached the client's pain points by implementing several measures:

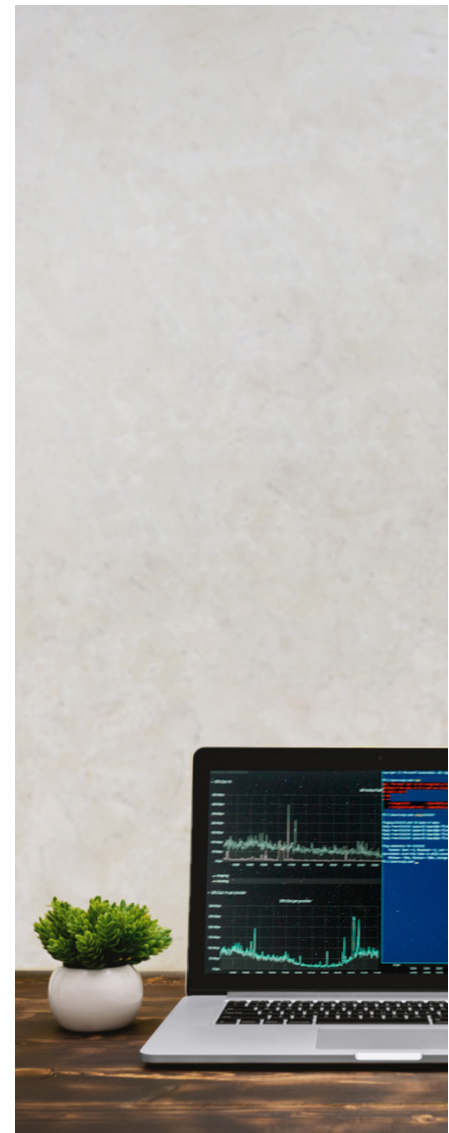
- Planned and executed a train-the-trainer approach for knowledge transfer, which involved the client's trainers training IBPM SMEs, and in turn, IBPM SMEs trained our in-house resources
- Leveraged internal IBPM seed team from other projects for faster mobilisation and transition

## BENEFITS



With the Infosys BPM approach, we were able to:

- Implement a reporting tool for remediation exercise as a value addition
- Recommend a risk-based approach and conduct a pulse check on the trade surveillance process based on business, technology inputs, regulatory focus, and identified issues
- Review 700+ reports in a record time of 3 months to meet regulatory deadline and reported 107 transactions
- Maintain a quality score of 99% throughout the project



For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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