

## WE ARE HERE TO BRIDGE THE GULF!

### Improving client processes and reducing costs in the AML space.

A leading Middle Eastern bank wanted to ramp up its AML team in quick time at their onshore location.

### CHALLENGES



The client faced several issues in managing its AML operations, such as:

- Lack of experienced resources in their onshore location
- Training of resources in their current processes
- Improvement in employee efficiency and rise in operational costs

### SOLUTIONS



We offered several suggestions to ease the client's woes by focusing on a few key areas:

- Reduction of false positives by implementing a sanction screening white list
- Identification of competent resources and optimising costs
- Involved the IBPM Compliance COE to provide detailed sanctions and AML monitoring training overview, in addition to process and training documentation

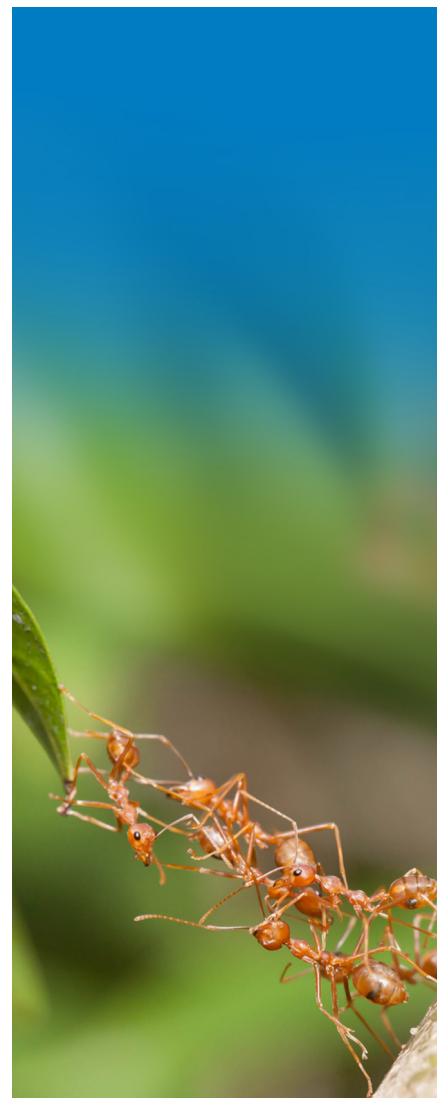
### BENEFITS



With the Infosys BPM approach, we were able to:

- Ramp up 10 AML KYC professionals at the client's location within 30 days
- Achieve 100% TAT and 99.5% quality score as opposed to the agreed-upon 98% score
- Reduce false positives by more than 3% within the first 4 weeks of operations
- Process all payments on time with zero cut-off misses, a key process requirement

The client was satisfied with our approach and extended the project to annuity business, covering regions such as US, UK, France, Frankfurt, Singapore, Bahrain, Egypt, Milan, to name a few!



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