

WOULD YOU LOOK AT THE NUMBER OF BACKLOGS HERE?

Setting up competent resources and optimise resource hiring in a short timeframe.

A leading global financial data services company needed to clear a huge backlog of screening alerts to meet regulatory obligations.

CHALLENGES



The client was facing issues related to AML, such as:

- Remediation backlog of 2 million sanction screening alerts, which had to be cleared within the agreed regulatory deadline
- Ramping up of resources and setting up technology infrastructure in the best possible timeframe
- Reduction in turnaround time (TAT) to clear an alert

SOLUTIONS



To ease the client's woes, Infosys BPM implemented several measures, such as:

- Ramped up 330 resources over an extremely short duration of 45 days
- Optimised resource hiring and natural business continuity plan (BCP) from our dual locations in Bangalore and Jaipur
- Identified the seed team internally to quickly bring in experienced AML resources
- Set up a core training team of 5 resources to impart pre-process and client-specific training

BENEFITS



With the Infosys BPM approach, we were able to:

- Clear 2 million alerts within the deadline of 2 months
- Achieve 100% TAT and 99% quality and productivity compared with the agreed-upon 98.5%, which surpassed the client's expectations
- Complete the guidance for maximum time per alert in ~3.5 minutes compared with 5 minutes earlier, which resulted in absorbing more volumes
- Improve productivity by 30%

Thanks to our exceptional delivery, the client awarded us with additional volume and an annuity contract.



For more information, contact infosysbpm@infosys.com

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