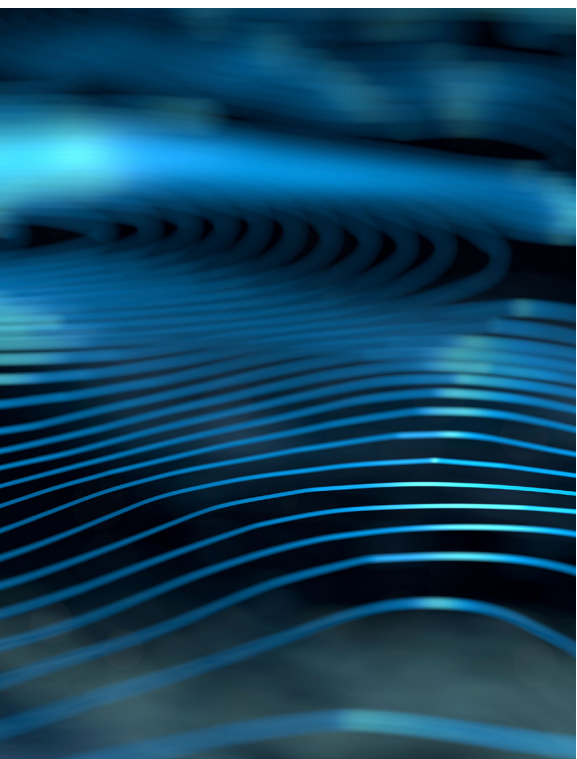


Delivering Anti-Money Laundering Transaction Monitoring Expertise

British multinational banking and financial services organisation requires expertise as weekly case volumes increase, impacting business-as-usual operational capacity.





Delivering Anti-Money Laundering Transaction Monitoring Expertise

Our client, a research institute, set out to modernize their existing application by taking advantage of more cloud native services on AWS. Modernizing the organization's app would help reduce costs, address storage issues and move towards a microservices architecture that would serve as a foundation for automation and future growth.



What We Did

Mobilisation and Management Oversight of Investigation Analysts



Industry

Financial Services

The Challenge

Spike in AML Cases

Partner Needed to Deploy Team of Financial Crime Investigators

Our customer was under significant pressure following an ongoing increase in weekly case volumes and a decrease in business-as-usual operational capacity.

These changes pushed the operation outside their required tolerances and demanded the need for a trusted partner to own a backlog of over 17,000 cases. As part of their requirements, our customer needed a partner who could deploy a specialist team of financial crime investigators at pace that could work alongside their existing financial crime team to reduce both their fraud and unusual activity report alerts backlogs.

It was important that the backlog was managed efficiently and within budget, ensuring the onboarding was delivered promptly to meet our customer's internal deadlines.

Our Solution

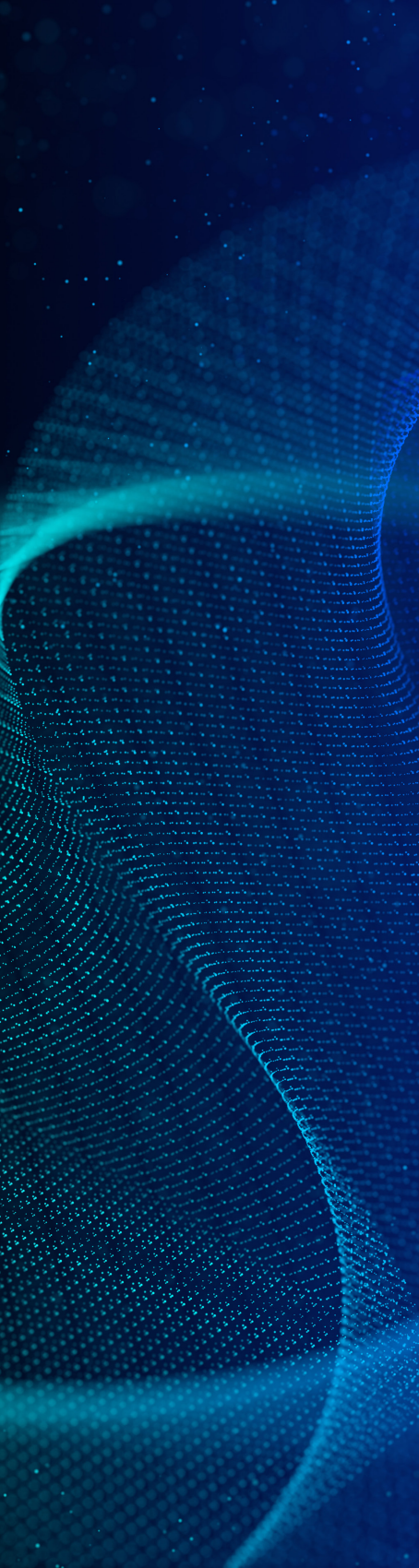
End-to-End Managed Services

Mobilisation and Management Oversight of Investigation Analysts

TEKsystems Global Services designed a bespoke end-to-end managed service solution where we owned and provided management oversight for 56 junior and senior investigation analysts. Our solution included a senior operations manager, as well as a supporting management structure, to drive the performance of our teams. Utilising our strong bench of financial crime experts, we were able to provide our customer with 50% of the workforce who had prior customer experience of their policy, procedures, and systems which led to a reduced time to competency.

TEKsystems Global Services designed and implemented a scoping phase to enable us to build the talent pipeline to the customer's exact requirements, enabling us to rapidly mobilise our teams. Our solution meant that we were able to onboard a fully functional financial crime team of 56 investigators within four weeks, with an initial team of 20 analysts mobilised and on customer systems within two weeks.

Our teams were structured to focus on personal and corporate case types, dealing with fraud alerts and complex investigations. By deploying junior resources as part of the strategic solution, we drove cost efficiencies for the customer, which enabled them to meet their budget requirements. As a result of the focus that was placed on the programme and growing backlogs, to meet customer deadlines, TEKsystems Global Services built daily reporting dashboards to aid our customer in reporting to the fraud's chief executive officer. Flexibility was key to managing the ongoing customer reforecast drive. We, therefore, needed to change workloads and continuously improve our solution to stay aligned to our customer's requirements.



Powerful Partnership

Successful Completion

Mobilising Talent During Covid-19

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Real-World Results

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7.5k

transaction monitoring investigations completed

3.8k

unusual activity report alerts completed

56

full time employees onboarded virtually within 4 weeks

About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at [TEKsystems.com](https://www.teksystems.com).

