LTI
Let's Solve

Case Study

US-based Global Bank Manages
Case Investigation with LTI's Visualization
Dashboard Solution helps manage
case investigation for US-based
Global Bank

Client

Leading US-based Global Bank.

Challenge

The client was facing challenges to staff up its global AML Investigation team to meet the growing demand, driven by the increasing number of suspicious activities, which required thorough and timely investigation and regulatory reporting. In addition, the client's AML Investigation team spent a significant portion of its time and resources collecting, organizing and analyzing customer, transaction history and counterparties information from various sources, leading to low productivity and posing risks to the committed service level agreement time line. These manual data related tasks lacked process transparency and consistency, and had high error rates.

Solution

- In-depth analysis of AML Investigation operational efficiency bottlenecks was conducted globally.

- Data sources and key data types were identified and prioritized across all countries, lines of business and customer jurisdictions.

- Decision was made to leverage the availability of the client's Big Data platform, taking the full advantage of its ETL, analytical and distributed processing capabilities.

- Another important design decision was to implement the Visualization solution as an add-on component to the client's existing enterprise-wide AML Case Management and Work Flow solution.

- Through careful planning and leveraging existing infrastructure and solutions, the Visualization solution was developed in relatively short time frame, and met its efficiency and accuracy targets wherever it has been implemented.

Business Benefits Delivered

- The new Visualization solution centralized and streamlined many data extraction and transformation tasks, generating significant cost savings, and allowing AML investigators to focus on the interpretation of the data, as opposed to the collection of it.

- The new solution provided an enterprise-wide tool for AML Investigation team to review the customer, transaction history, counterparty and investigation history in a consistent and timely manner.

- New visualizations features, like the charts, graphs and dashboard, provided users easy access to the aggregated information and insights, while allowing users to drill down to more granular information, if needed.

- The visualization capability has contributed to shorten the end-to-end AML investigation cycle, improved process efficiency and the reduced error rate.

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