

AML ALERT INVESTIGATION SERVICES

Enabling Next Level of Operational Efficiency



Maintaining an effective Anti-Money Laundering (AML) compliance program calls for strong capabilities to investigate and resolve thousands of alerts each month.

A huge challenge with AML investigation is that 90 percent of the alerts are false positives. Regulatory pressure to ensure 'zero slip-up' forces financial institutions to set low thresholds in monitoring systems, leading to large alert volumes.

Banks and financial services organisations face the following challenges in AML investigations.

- **Time-consuming collection of data relevant to the alert** - Significant time is spent in collecting and organising relevant data from multiple data sources, structured or unstructured, both internal and external to the organisation.
- **Lack of right investigation tools** - To collate and analyse relevant data, store evidence and create investigation reports, right set of tools are not available.
- **Poor utilisation of skills** - High volume of alerts, resulting from zero failure policy, need to be investigated to closure. Significant proportion of a skilled analyst's time and effort goes into accessing systems and collating data for these alerts, which are predominantly false positives.
- **Operational inefficiencies** - Significant time is spent on investigation, reporting errors and ineffective data sharing within the organisation, which leads to operational inefficiency

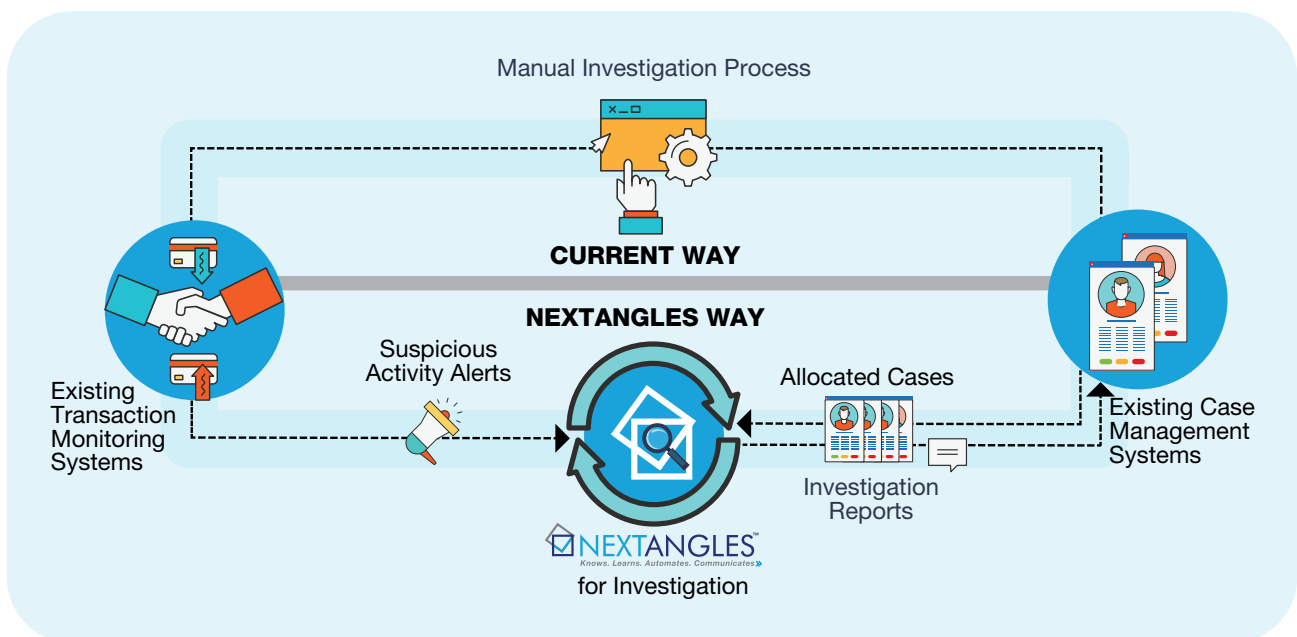
Financial services organisations look for a partner who can provide a multifaceted solution addressing technology, process and people, to solve the challenges at hand.

Mphasis' AML Alert Investigation Services deploys domain experts and its proprietary NextAngles™ AI platform to automate, and deliver alert investigation reports.

NextAngles™, Mphasis' Proprietary Artificial Intelligence (AI) Platform for Smart Compliance

Features:

- **Automated data ingestion** from all the relevant data sources, structured or unstructured, to enable automated analysis of data and identify money-laundering patterns.



Do you face these issues in AML Investigations?

- High percentage of false positives
- Time-consuming and manual data collection for dispositioning alerts
- Inadequate tools for investigation
- Huge delays in resolving queries

- **Smart data:** Contextual insights and knowledge are built back into NextAngles™ for iterative improvement and enhancement of automation.
- **Rule-based research and resolution:** Rules are applied to this smart data to speedily research and create accurate investigation reports.
- **Alert investigation** by automatically collating and analysing relevant data for investigation while leveraging historical data to determine trends and hidden relationships. The investigation module makes alert disposition recommendations based on learning and pattern matching.
- **Analytics and self-learning capability** by capturing expert investigator activity, to develop best practices and enforce IT operations team. This standardises the alert investigation process across the operations team.
- **Reporting** through creation of investigation reports with accurate and relevant data. It further allows sharing of full interactive reports with an option for the reviewer to drill down to granular details.
- **Case management:** It provides a preview of all the alerts in the platform along with their status. The case dashboard displays alert data, documents, audit logs, and sub-workflows that can be performed on each case.

Mphasis' Alerts System – Automated Excellence

- Pre-population of relevant data for efficient analysis
- 'Single-system efficiency' in handling multiple regulations and policies
- Streamlined workflow and case management
- Rule-based research of 'smart' data
- Iterative improvements through self-learning from investigation experiences

Mphasis AML Analysts

- Mphasis' domain experts undergo training for diverse roles in the in-house KYC University, in AML regulatory environment. Skilled analysts analyse flagged customers and transactions to identify false positives and escalate relevant alerts for further investigation/SAR filing.

A Business-aligned Convergence of People, Process and Technology

- **30%** reduction in alert investigation costs: Mphasis' global operations centres and AML resources across America, Europe and the APAC regions, trained on NextAngles™ platform, allows for 24x7 operation support to our clients.
- **40%** reduction in investigation time: Maximised straight-through processing of money laundering alerts through automation of several process steps
- High transparency through clear audit trails.

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2 = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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