

Optimizing AML Operations: A Transformation Journey at a North American Global Bank



Overview

A leading North American Global Bank embarked on an ambitious AML transformation program to modernize their financial crime prevention framework. This comprehensive initiative delivered remarkable improvements in detection accuracy, operational efficiency, and regulatory compliance.

The Challenge

The client faced significant operational challenges in their existing AML infrastructure. Customer risk assessment was hampered by fragmented systems, while complex data integration requirements across three core banking platforms created significant operational bottlenecks. The case management interface suffered from poor response times, and the existing infrastructure showed limited scalability to handle growing transaction volumes.

Our Approach and Solution

The transformation program was built on multiple strategic pillars:



Technology Enhancement

We implemented a real-time data integration framework, creating a unified customer risk view across all systems. We developed advanced RCM plugins for enhanced AML/Fraud detection, complemented by new AIS processes for quality control. We optimized the user interface, dramatically improving system response times.

Process Automation

We deployed a comprehensive suite of automated solutions including:

- Automated alert consolidation and case age monitoring
- Enhanced SAR tracking and reporting systems
- Streamlined investigation workflows
- Custom APIs for seamless system communication

Quality Assurance

We established robust quality control measures including:

- Automated health checks and monitoring systems
- Comprehensive testing protocols
- Enhanced audit trail capabilities
- Regular performance optimization routines



Business Impact

The transformation delivered substantial improvements across multiple dimensions:

Operational Excellence

- **70%** improvement in staff productivity
- **99.9%** system uptime achievement
- **85%** reduction in alert backlog
- **40%** decrease in operational costs

Risk Management

- Alert coverage expanded from **60%** to **95%**
- **80%** improvement in money laundering detection accuracy
- Enhanced regulatory reporting framework
- Improved SAR filing accuracy and timeliness

Customer Experience

- Streamlined client onboarding process
- Enhanced risk assessment accuracy
- Better graphical representations of alert and case workflows
- Improved management reporting capabilities

Sustainable Success Factors

The success of this transformation was underpinned by:

- Strong focus on system integration and automation
- Comprehensive testing methodology
- Robust support framework
- Regular performance monitoring and optimization
- Effective change management

Through strategic technology implementation, coupled with process optimization and automation, R Systems helped the client transform AML operations in a global banking environment. The client now stands well-equipped to handle evolving financial crime challenges while maintaining operational excellence and regulatory compliance.

Key Highlights

- **Industry** : Banking
- **Geography** : North America

Tech Stack



Partnering for Success

R Systems is a leading digital product engineering company that designs and builds next-gen products, platforms, and digital experiences empowering clients across various industries to overcome digital barriers, put their customers first, and achieve higher revenues as well as operational efficiency.

We constantly innovate and bring fresh perspectives to harness the power of the latest technologies like cloud, automation, AI, ML, analytics, Mixed Reality etc.

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