

NICE ACTIMIZE

Large Bank Enhances Operations with X-ccelerate Managed Services



About the Institution



When a large financial institution with a complex global deployment needed to increase operational efficiency, it turned to NICE Actimize's X-ccelerate Managed Services for help.

Business Need

- **Increase operational efficiency**, including optimizing Transaction Monitoring alert volumes
- **Improve staff attrition**, as many lacked local knowledge and were costly to acquire and retain
- **Power 24x7 support** to meet user expectations
- **Reduce system down time**



The Solution



NICE Actimize X-ccelerate Managed Services provided a team of experts to help stabilize the bank's operations. This included system maintenance, operational services, ad hoc service requests and project implementation support.

The Impact

- Reduced **average resolution time** by **63%**
- Reduced **SAM batch time** by **37%**
- Ability to **handle 28% more** transaction monitoring volume
- Increased quarterly average number of **resolved tickets** by **50%**
- Completed **eight major projects** and integrated **21 systems**
- Decreased total **system downtime** to **five hours YTD**



NICE Actimize is the largest and broadest provider of financial crime, risk and compliance solutions for regional and global financial institutions, as well as government regulators. Consistently ranked as number one in the space, NICE Actimize experts apply innovative technology to protect institutions and safeguard consumers and investors assets by identifying financial crime, preventing fraud and providing regulatory compliance. The company provides real-time, cross-channel fraud prevention, anti-money laundering detection, and trading surveillance solutions that address such concerns as payment fraud, cybercrime, sanctions monitoring, market abuse, customer due diligence and insider trading.

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