

Case Study

Global Tier 1 Bank Uncovers 21 New Mule Rings with Community Analytics



The Customer

A global tier 1 bank, offering a wide range of products and services to both personal and commercial clients globally, engaged NICE Actimize to enhance their transaction monitoring systems. By implementing advanced Community Analytics, the bank aimed to better identify and address mule activity operating within their organization.



The Challenge

The rapid pace of global digitalization expanded this financial organization's (FI's) customer base and drove a significant surge in cross-border transactions, particularly from high-risk regions. This surge, combined with increasing regulatory pressure, heightened the FI's need for a more sophisticated transaction monitoring system capable of detecting money laundering activities and ensuring compliance with evolving local, regional, and global standards. Lastly, the institution encountered a significant challenge as the number of mule accounts operating within the bank continued to rise. To address these blind spots, they turned to NICE Actimize for assistance in the identification and remediation of mule activity within their organization.



Results

21

**New Mule Rings
DETECTED**

260+

**New Mule Accounts
EXPOSED**

80%

**Recall of Known
Mule Accounts
LOCATED**



The Solution

NICE Actimize was engaged as a trusted and innovative leader in the transaction monitoring space to conduct an in-depth analysis of the FI's AML program. By working with NICE Actimize, the FI was able to identify risks they were previously not aware of.

Leveraging Actimize's new advanced Community Analytics capabilities, the FI gained the ability to not only identify individual bad actors but also uncover high-risk communities collaborating to facilitate the movement of illicit funds. Through this enhanced approach, 21 new mule rings were detected, over 200 new mule accounts were exposed, and 80% of all known mule accounts within the institution were successfully identified and addressed.

Many criminals operate outside conventional detection thresholds, requiring a more proactive method of identification. With the expertise of NICE Actimize's AML-specialized data scientists, this FI deployed community-based graph algorithms tailored to specific criminal typologies. By mapping connections to broader criminal networks, Community Analytics illuminated hidden actors and helped the FI disrupt criminal enterprises, going beyond merely detecting isolated threats.

Additionally, Community Analytics facilitated the identification of mule accounts within the criminal community. These accounts had not been previously recognized as mule accounts by the organization, and some were only confirmed as such through their subsequent activity after being tagged by NICE Actimize Community Analytics. This allowed the organization to take action before these accounts became fully established as mule accounts. Once these criminal networks were exposed, the FI moved from a reactive to a proactive stance, allowing them to take appropriate action according to their risk-based policy and procedures. Providing the FI with critical intelligence required to decisively enhance monitoring, report suspicious activity, and take appropriate action against the identified suspicious customers and their accounts.

The solution helps provide law enforcement and regulators with broader, more actionable intelligence to support their efforts. Community Analytics streamlines investigations by consolidating previously fragmented activities into a unified case, reducing redundant efforts, identifying additional and previously unknown bad actors, and allowing the institution to focus on critical insights without being overwhelmed by excessive data.



Summary

By deploying advanced Community Analytics capabilities, NICE Actimize enabled the FI to uncover hidden mule ring activities and expose previously undetected mule accounts. In addition, NICE Actimize provided the FI with a robust monitoring system, enhancing suspicious activity detection, strengthening reporting, and ensuring they were able to fortify their defenses to prevent future organized crime rings and associated activities from occurring through the FI's products and services.

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