

ARE YOU COMFORTABLE WITH THE QUALITY OF YOUR ALERT REVIEW AND CASE INVESTIGATIONS?

Quality assurance is an integral, yet often overlooked, part of any financial crime and compliance program. Risk and Compliance teams across the world lack the ability to easily sample their work (or analysts), verify and audit their alerts and cases, and finally rate the overall work-product and close the loop with feedback to the team. Instead, many organizations rely on manual and disparate processes, like using spreadsheets and other siloed systems that aren't designed for the job and don't do it well.

These inconsistent capabilities in testing and verifying the quality of work, identifying gaps, and implementing process improvements create unnecessary risk and put the accuracy of your risk mitigation program in question.

“Quality is the best business plan”

To put Risk and Compliance Officers at ease (not to mention Internal Audit and Regulators), teams need four key capabilities for a comprehensive and credible quality assurance regime:

- A way to sample work, analysts, and teams
- Approval Flows for all quality-related processes, with consistent, enforceable procedures
- Robust reporting and dashboards
- A closed-loop process to give feedback to analysts

Having these capabilities at its disposal means that a Financial Services Organization can rest easy knowing its teams are working towards constant improvement and lower risk. Getting quality right the first time also means lower costs: knowledgeable analysts who perform more accurate work minimize re-opens and do-overs.

Quality Assurance, out of the box

With the Actimize Quality Assurance Solution, teams can leverage out-of-the-box capabilities to strengthen quality processes:

- Dynamic sampling logic based on business priorities and past performance
- Approval Flows for Quality Assurance processes, including a closed-loop review process
- Quality-specific capabilities, including full audit tracking, escalations, deadlines, and mandatory tasks
- Quality Assurance questionnaires with automated scoring
- Reports and Dashboards for monitoring gaps and improvement over time

Additionally, the Actimize Quality Assurance Solution is fully integrated with all Actimize solutions, meaning an all-in-one alert, case, and quality platform for teams to use. This optimizes operations through increasing alert and case work accuracy, empowers teams to do more by learning from past mistakes, and gives a truly unified (and actionable) view of risk – wherever it may come from.

