

Top U.S. Bank Improves Consistency & Customer Experience

About the Institution



Has a global client base and multiple lines of business, including wealth management and credit cards

Business Need



Hard to quickly identify & screen wealth management portfolio applicants



Inconsistent global screening process for credit cards, especially at Point of Sale (POS)



Problems assessing risk, managing screening, and conducting investigations

The Solution



Actimize Watch List Filtering

The Impact

Increased customer satisfaction with better accuracy & lower false positives

Established a common global platform enforcing consistency across organization



Automated screening process and achieved sub-second response time in screening individuals