

# TOP U.S. BANK IMPROVES PERFORMANCE & CLIENT INSIGHT

## ABOUT THE BANK



Diversified portfolio of retail, commercial & investment business products

## BUSINESS NEED



Lack of operational best practices created inefficiencies & performance issues



No insight into KI's/solution; major impact on detection & prevention, customer experience & costs



Wanted to enhance performance of Remote Banking, Commercial Banking & Employee Fraud solutions

## THE SOLUTION



Actimize Business Consulting enables clients to develop & assess risk strategy, maximize investments, ensure adequate controls & mitigate vulnerabilities

## THE IMPACT

Reduced non-rich work items (higher quality hit-rates with fewer false-positives) approximately 50%

Identified 100+ areas of improvement & system enhancements



Improved customer experience & enhanced fraud feedback loop using fraud tagging to increase accuracy