

Transforming Client Engagement:

Delivering Continuous Innovation across the Compliance Lifecycle

NICE
ACTIMIZE



For more than five years, a major global bank has successfully adopted and implemented NICE Actimize's AML solutions across its financial landscape spread.

However, over time, the client's business needs changed – and the relationship needed to adjust as well to meet new goals.

The Challenge

As a result, NICE Actimize worked to find creative ways to renew the relationship and play a pivotal role in helping the client exceed their business goals.

Client Goals:

- Adopt a proactive approach toward risk management and compliance
- Manage and decrease regulatory and operational risks
- Reduce cost of compliance by improving operational efficiencies and efficacy of AML solutions
- Improve compliance coverage and digital adoption
- Gain self-sufficiency in NICE Actimize solution skills

Ready to get started? [Learn more about Professional Services here.](#) >

The NICE Actimize Solution

To best help this client, NICE Actimize began a multi-year engagement. During this time, the team provided multiple interrelated, cross-functional services cutting across the compliance lifecycle of the bank's organization, including areas such as strategy and discovery, implementation, operations and continuous enablement.

Through close consultation with the bank at both an executive and functional level, NICE Actimize and the bank jointly agreed on project scope and defined a detailed Engagement Vision, which included aligned services and a strong Operating Model to efficiently deliver these services.

Right from the start, NICE Actimize worked closely with an Executive Client Sponsor on a transformational engagement that focused on addressing strategic needs and delivering business value.

The Operating Model was based on delivering measurable client outcomes through targeted initiatives, such as a factory model, KPI or scorecards, that addressed the bank's strategic and operational needs.

In addition, a strong Governance Framework and executive sponsorship underpinned the model.

NICE Actimize structured these services by aligning our Application Managed Service (AMS) with our Education, Consulting and Advisory Practice (eCAP) Service, Implementation Service and Self-Sufficiency offerings.

Next, we matched the client's long-term objectives with our aligned services, facilitated by a dedicated multi-functional Professional Services team focused on innovation and continuous improvement.

The Impact

The transformational delivery model created a new beginning for the bank in many ways, moving from tactical engagements to continuous service-oriented engagements.

The new model also delivered client outcomes rather than project outputs, embedding continuous consulting and innovation into the bank's "business as usual" operations.

Engagement Accomplishments:

- Stable AML environments with 99.5% resolution SLA achieved within two months of service commencement
- Mean time to resolution improved by 65%
- SAM batch processing time reduced by 26%
- Dedicated factory model established to improve the efficiency of delivery
- Batch Processing time for Watch Lists reduced by approximately 50%
- Established a NICE Actimize Skills Matrix and a skills enablement program for bank employees

The key purpose of NICE Actimize's Managed Services team is to help our clients maximize the value of their investment in Actimize solutions. By working together, we can ensure that deployed Actimize solutions are healthy, up-to-date and fully optimized. This allows our clients to use the product more effectively and reduce the total cost of ownership.

Ready to get started? [Learn more about Professional Services here.](#) >