

Case Study

Real-Time Onboarding at a Global Scale

How real-time, high-volume screening capabilities transformed an industry leading tourism company's AML program



The Customer

A major player in the short-term rental market with over 5 million hosts and 8 million active listings based in 191 different countries. With 1.5 billion bookings to date, it serves a global community of a 150 million users. The firm was in need of a scalable solution to handle high global screening volumes and integrate with existing systems to support 24/7 API screening within a comprehensive SaaS model.

100M

Real-time
Screening
Requests / Year

400M

Batch Screening
Operations / Day
and rapidly growing

190
Countries

Global Scale
Deployed for
190 Countries
Globally

50ms

Proven Average
Response Time of
50ms

The Challenge

The firm's global presence and daily currency exchange presented a significant challenge in keeping up with today's strict sanctions and geopolitical landscape.

They had a high onboarding volume that few sanctions screening providers could accommodate without significant strain on their systems.

The firm required a headless, configurable screening solution with a global presence capable of servicing a worldwide customer base. Quick integration with their in-house case management solution was imperative, with the firm requiring that the following challenges be addressed in a 9-month timeline:

- **Adaptation to New Markets and Projected Volumes**

The solution needed to be deployed across more than 190 countries, processing more than 285,000 daily screening requests. Meeting the challenges of such a broad geographic reach, while maintaining efficiency and accuracy, required significant planning and technical adaptation.

- **Technical Enhancements**

Further technical enhancements were needed, including the integration of additional watchlist data and modifications of alert ingestion formats to meet the client's needs.

- **Cloud-First Initiative**

Once adaptation and technical challenges were addressed, the client stressed the need to move beyond traditional deployment models. With the high screening volumes, required technical enhancements and modern deployment, it was decided that the project necessitated the adoption of a cloud-first initiative.

Solution

These challenges required an AML solution that could meet the client's complex global screening demands, integrate seamlessly into their platforms and compliance ecosystem, scale to support current volumes and future growth, handle high traffic volumes and deliver 24/7 API screening services within a comprehensive SaaS operating model.

As a result, the client chose to deploy the Actimize WLX solution on XSE to cover global and local screening requirements for retail marketplaces that manage monetary payments.

This enabled the client to meet regulatory mandates requiring sanctions screening of individuals associated with their marketplace.

The decision to prioritize proactive monitoring allowed the firm to ensure high-volume processing while maintaining low latency.

The Outcome

The implementation of the Actimize WLX screening solution—capable of handling over 200,000 real-time requests per day and scaling to support 300 million annually, with growth projected to 400 million—yielded the following results within a 9-month timeframe:

- Exceeded initial production expectations with rapid screening times against full sanctions/PEP lists
- Processed 285k real-time screening requests per day
- Handled spikes of 18,000 requests per hour, with a 5 (TPS) Transactions per second, 50 (MS) Milliseconds response time
- Transactions taking longer than 2 seconds to complete were investigated, with immediate findings pointing to data repetition

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NICE Actimize