



AGREEYA®

AgreeYa helps a Banking Giant Transform AML and IT Management

Headquartered in New York, our customer is one of the world's largest providers of private banking services, with a global presence spanning over 90 countries. This financial powerhouse specializes in delivering customized financial solutions across various domains, including core banking, commercial lending, investment, wealth management, and more. Notably, our customer has garnered numerous accolades, including recognition as "*America's Most Responsible Companies*" and being named "*One of the Best Workplaces for Innovators in 2021*." The organization's relentless pursuit of excellence in the financial sector is evident in their mission to provide top-tier services while maintaining the highest standards of compliance and regulatory adherence.

Challenges in Financial Compliance and Risk Management

Despite their esteemed status in the financial industry, banking giants faced significant challenges when operating on a global scale. The organization encountered critical compliance issues and deficiencies in their anti-money laundering (AML) transaction surveillance system, which posed the threat of heavy fines and necessitated immediate remediation. Additionally, there was a pressing need to enhance compliance and regulatory strategies. Furthermore, the organization sought solutions in various areas, including:

Digital Risk and Compliance: Managing policies, controls, risks, assessments, and deficiencies across the business using tools like SAI360.

AML/KYC Risk Evaluation: Assisting institutions in evaluating inherent risks and assessing the effectiveness of preventative and detective controls using tools like Actimize.

Fraud Detection and Prevention: Employing real-time AI and predictive analytics to predict and prevent fraud and suspicious activities.

Watchlist Governance Reporting: Offering governance reports for sanctions, politically exposed persons (PEP), customer lists, and list management in accordance with the Bank Secrecy Act (BSA).

Internal and Third-party Audits: Delivering solutions to document, manage, and assess organizational risks through a centralized risk framework.

Regulatory Reporting: Providing end-to-end delivery for analyzing, managing, and submitting regulatory data to authorities, demonstrating AI-assisted regulatory compliance.

Recognizing the need for a trusted partner with unparalleled expertise in governance, risk, and AML compliance, the banking giants turned to AgreeYa for assistance.

AgreeYa's Comprehensive AML Compliance Strategy

AgreeYa is a globally recognized provider of governance, risk, and AML compliance consulting and services. Leveraging our deep regulatory understanding and compliance expertise, AgreeYa devised a comprehensive strategy to address the customer's challenges.

AgreeYa deployed a team of Certified Anti-Money Laundering Specialists (CAMS) who worked closely with the customer's staff. We conducted a meticulous review of deficiencies in the transaction surveillance system, identified high-risk transfers, and initiated thorough investigations. AgreeYa also introduced advanced data analytics tools, enabling the identification of transaction patterns across the customer's global banking network.

With AgreeYa's support, the customer was able to maximize efficiency, reduce false positives, and cut operational screening costs. This allowed the banking giants to refocus their compliance efforts on making informed decisions rather than simply collecting and collating data from multiple systems.



Transforming IT Support and Ensuring Operational Continuity

Leveraging AgreeYa's comprehensive suite of services tailored for BFSI organizations, the banking giant reaped various benefits, enhancing their IT support and product development landscape. With a one-stop-shop solution that included flexible and scalable helpdesk, NOC support, development and management services, the customer effectively addressed existing challenges and realized significant advantages:

38% cost savings: The customer realized a substantial 38% cost savings compared to the previous support model.

88% reduction in network downtime: Network downtime was significantly reduced, enhancing operational continuity and productivity.

2X reduction in issue resolution time: With AgreeYa's support, the time taken to resolve issues was cut in half, ensuring quicker response and problem resolution.

Higher employee satisfaction: The improved IT support and network reliability led to higher employee satisfaction scores, contributing to a positive work environment.

24X7 live engineer support: The banking giant enjoyed round-the-clock support from live engineers, ensuring users had assistance whenever needed.

Priority access: AgreeYa provided priority access to hotfixes and critical product updates, ensuring the banking giant's IT infrastructure remained secure and up-to-date.

Dedicated point of contact: The customer benefited from a dedicated point of contact for helpdesk and NOC services, streamlining communication and issue resolution.

“24X7 availability of key systems is an important factor for us. AgreeYa ensured that our users always have access to the resources they need. The partnership has helped us enhance the way IT systems are managed.”

Senior IT Project Manager, Banking Giant

About AgreeYa

AgreeYa Solutions is a leading technology service and consulting company at the forefront of developing innovative solutions to meet the intricate demands of our clients' digital transformation journeys. We excel in diverse domains such as data and AI, automation, engineering, cybersecurity, modern workplace solutions, decision science, intelligent automation, cloud transformation, quality engineering, mobility, and talent management. Since our establishment in 1999, with headquarters in Folsom, California, AgreeYa Solutions has grown to become a formidable team of over 2200 dedicated professionals. We serve clients across the United States, India, EMEA, and Mexico, ensuring the delivery of top-tier solutions and services that make a positive impact on a global scale. At AgreeYa Solutions, we prioritize excellence in quality, reliability, and customer service. Our notable achievements include prestigious certifications such as Microsoft Solutions Partner and Cloud Solutions Provider, AICPA SOC 2 Type 2, SEI CMMI, and ISO 9001:2015. We have also received esteemed awards, including recognition as "Best Company To Work For," "Champions of DEI," and numerous others. AgreeYa Solutions remains committed to forging enduring partnerships and driving success in the ever-evolving world of technology and business.



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