

Global Financial Services Company
 Minneapolis, MN

Industry
 Financial Services

Employees
 2,700

Trissential Business Analysts Help Anti Money Laundering Group Improve Case Management System and Comply with Federal Regulations

This client is recognized throughout the world as a leading global payment services company. The diverse array of products and services offered enables consumers and businesses to make payments and transfer money around the world. The company’s money transfer service moves money in more than 194 countries

CHALLENGES

The client’s Anti Money Laundering’s (AML) monitoring and investigation process, and complaints management process was heavily manual and labor intensive. AML used spreadsheets to record monitoring and investigation activities, while customer complaints relied on a fragile service desk platform.

The client needed a case management system that would automate their manual processes and provide quicker access to valuable information, and more reliable reporting in compliance with federal government requirements. After a thorough selection process, the company chose Microsoft Dynamics software as the backbone of its new case management solution.

SOLUTION

Trissential’s business analysis team worked side by side with the client’s business and IT teams to gather requirements for developing a robust case management solution using Microsoft Dynamics. The new solution set out to deliver:

- A well-defined, globally accessible case management system with extensive search capabilities and sections for consumers, alerts, transactions, agents and investigations
- Enhanced workflows—based on case status and referral—that moved between business units
- Reporting and dashboard capabilities to help with workload management and on-time investigation closure
- The ability to group cases and determine shared root causes
- Exportable data for faster turnaround of annual report compilation

RESULTS

Trissential’s team of business analysts developed a detailed list of requirements for a critical new case management system for the client. As a result, the team implemented an effective system that met the needs of the company’s Anti Money Laundering group, including compliance with federal regulations. The successful implementation also established a strong foundation for a company-wide case management Microsoft Dynamics implementation.



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