

## CASE STUDY

# Know Your Customer tool for leading retail bank in Czech Republic

The client faced numerous challenges with their customer onboarding, such as a lack of real-time validation with fast response rates, false positives, performance issues, and no KYC service for subsidiaries.

*“KYC is a crucial risk for any financial institution. Therefore, the bank needs to demonstrate to regulators and other third parties that they have robust and effective KYC processes. That change has made an enormous difference to our ability to understand, configure, manage and service our clients’ requirements.”*

*--Head of 1st line AML investigation*

### Value delivered

- Ability to score new customers in real-time with SLA of two seconds
- Option to choose client scoring according to scoring types, models, entities, client type, and data quality
- Dashboard as a management tool, to review events for a certain period, or perform an investigation
- Set-up of expiration process for confirmed investigated alerts
- Massively reduced need to investigate the same data multiple times
- Division of lists into subcategories for particular groups to quickly search for specific attributes that have changed, and score clients relevant to the event



**KYC, CGI HotScan, AML, onboarding, risk, security, automation, customer**

Country: Czech Republic

Industry: Banking