Optimizing AML and KYC Operations
Digital Operations Management

- Visibility of capacity needed to meet regulatory performance standards
- Provide evidence to regulator of operational control
- Optimise cost of staying compliant
Optimizing AML & KYC Operations

If you are responsible for managing Anti-Money Laundering (AML) or Know Your Customer (KYC) operations then ControliQ can help you manage performance risk of critical regulated processes without incurring excess cost. ControliQ helps identify where time is being invested, enabling better decisions on how to optimize resources and capacity whilst demonstrating to the regulator how AML and KYC operations are managed and resourced to comply with existing and new regulations.

ControliQ is designed to complement existing AML and KYC systems without the need for replacement, adding the benefits of capacity management and digital operations management.

**KEY BENEFITS**

- Visibility of capacity needed to meet regulatory performance standards
- Increased confidence to regulator by evidencing control
- Optimize cost of staying compliant

**REAL-TIME DATA AND PERFORMANCE INSIGHTS**

**WORKS WITH EXISTING SYSTEMS**

ControliQ is a leading cloud-based digital operations management solution used by financial services organizations worldwide. Designed from the ground up to optimize performance of all back-office operations (including regulated functions) for department, team, individual, and robots.

**CONTROLIQ IS A CLOUD-BASED DIGITAL OPERATIONS MANAGEMENT SOLUTION USED BY LEADING FINANCIAL SERVICES ORGANIZATIONS WORLDWIDE.**
Anticipating demand and identifying capacity shortfalls in advance allows better collaboration to contain and manage service performance risk within AML and KYC operations, reducing exposure to regulatory failures.

**Reduce Operational Risk Exposure**

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**Visibility of Capacity Required**

ControliQ provides a single view of all operations data to identify where capacity should be allocated, enabling the maintenance of regulatory compliance. The solution allows operations managers to achieve SLAs when experienced staff are taken out of the front-line to train or upskill new and junior staff or to test new systems.

ControliQ enables identification of gaps in the quality of a process, including cases “not fit for processing”. Continuous improvement initiatives can be then targeted to drive out issues that may cause non-compliance or SLA failures.

**Optimise the Cost of Staying Compliant**

ControliQ helps operations managers to balance resources and work, allowing them to make better-informed decisions about what skills to deploy and when and where to deploy them.

Using ControliQ, team leaders and operations managers have access to comprehensive real-time performance data of all resources.

The AOM method provides a management framework to ensure compliance is achieved at optimal cost.

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Real-time Dashboards and Reporting (Shown here with Planning enabled)
Evidence of Control is Key to Regulator Confidence

Using ControliQ, organizations are able to demonstrate to the regulator that the business has the trained staff to effectively and efficiently manage, forecast, plan, control, and review all AML, KYC and other regulated processes.

Consistent use of ControliQ and a thorough understanding of the real-time data by the team leaders provides all the evidence needed to assure responsible persons, internal compliance managers and, ultimately, the Regulator.

For more information on ControliQ please visit activeops.com

ActiveOps – Manage Differently

ActiveOps is a leading provider of digital operations management solutions to financial services, BPOs, shared services, governments, healthcare and other service industries.

Workware+ is the leading digital operations management platform designed to simplify and reduce the cost of running of operations through the analysis and optimisation of resources and processes, improving service delivery and staff well-being.

Our solutions help maximise the total time available and increase productivity of employees, robots, teams, departmental resources and home workers.

Through Workware+ enabled solutions customers can confidently prepare for and then run their service operations taking full advantage of the benefits of transformation programmes including RPA, process discovery, automation, digitisation and outsourcing.

Operational data is automatically collected, aggregated, analysed and presented in real-time from existing digital and manual systems, enabling managers to quantify work and time, identify latent capacity and processes to be optimised or automated. Accurate and comprehensive real-time operations data leads to improved forecasting of work volumes and resources.

In conjunction with the Active Operations Management (AOM) Method, ActiveOps solutions help embed a consistent and agile operations framework based on collaborative capacity planning, structured review meetings and skills development.

ActiveOps operates across the globe from offices in the USA, UK, Ireland, India, South Africa and Australia.

Website: activeops.com

CONTACT US

Office locations:

UK | SOUTH AFRICA | AUSTRALIA | INDIA | CANADA | UAE | USA