Bottomline Technologies

Bottomline Cyber Fraud
& Risk Management

Enterprise Case Management

The Challenge

In the current financial and economic climate corporations need strong financial crime alert and case management tools to combat the rise in fraud, money laundering and data theft.

Effective alert and case management solutions are essential to:

- Comply with government regulations

- File Suspicious Activity Reports (SAR) in a timely manner

- Maximise the output of resource strained fraud and compliance teams

- Gain management visibility to fraud and compliance activities

- Quickly and easily support change in business processes

Companies need a system that will ease the load and facilitate efficient investigations and SAR (Suspicious Activity Report) filing. With the flexibility to integrate with varying corporate systems and fit the organisation's processes, Enterprise Case Manager assists in reducing financial risk and helping corporations comply with government regulations more cost effectively.

The Enterprise Case Manager

The Enterprise Case Manager (ECM) provides an enterprise-wide alert and case management system for creating and managing alerts and cases of suspicious activity and SAR filing. ECM integrates seamlessly with existing corporate systems to collect all data relevant for case investigations, improving accuracy and efficiency.

With ECM, non-technical supervisors can pre-configure workflows to fit specifically to organisational requirements; establishing priorities, assigning caseloads and meeting deadlines.

ECM is ideal for financial institutions looking to replace dated technologies or home-grown systems, with a flexible and dependable solution.

The ECM Offering

A robust, modern case management system that imports data from all relevant sources and can export data if needed; investigators can rely on data from disparate sources, methodically collected and analysed to provide a cross-channel view of suspicious activity.

- Standardises investigative corporate work by deploying consistent methodologies and data types across the organization; resulting in increased productivity and greater effectiveness in combating crime

- Provides uncompromising reliability by tracking all changes, and accountability for all employee actions with productivity reports and detailed audit trails

- Deployed stand-alone or as part of the Cyber Fraud & Risk management Suite for a complete anti-fraud solution

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The Difference

End User Configurability

Through a point and click interface, authorised users can create and modify reports, dashboards, workflows, screens, and data elements without IT support or programming knowledge. By bringing this flexibility to the business user teams can quickly respond to the constantly evolving financial crime environment.

Automatic Financial Impact Calculation

A built in automatic Financial Impact Calculator identifies total exposure, pre-charge off recoveries and total losses. The Financial Impact is an important instrument for investigators and risk managers in prioritising work and estimating losses.

User-Friendly Investigative Tools

To make investigations more complete and accurate, ECM contains Link Analysis Diagram functionality, which identifies and visually maps connections between suspect activities according to a range of variables such as crime types, victims, suspects and accounts. All relevant data can be exposed through the system to enhance investigators' productivity.

Automated Identification of Cases Requiring SAR

Improves compliance by identifying and alerting on financial crime cases requiring SARs. Workflows and deadlines enforce filing timelines and reduce the chances of overlooked or late SAR filing.

Modern Technologies and Exceptional Flexibility

ECM is built based on modern, well-proven technologies utilised and supported by top performing global technology companies. As an innovative leader Bottomline is committed to continuous improvement and leading technology innovation, bringing the strongest toolset to the products and end users. Using the most current technologies allows for a flexible data model and configurable user experience.

Key ECM Features

- Link Analysis & Visual Diagrams

- Financial impact calculation of suspected fraud and risk exposure

- Automatic identification of cases requiring SAR

- Alert & Case prioritization, configurable based on SAR deadline, funds at risk

- Supports both e-filing and manual submission (PDF)

- Business user configurable workflows, screen layouts, fields, values, reminders and dashboards

- File attachments and links to external data sources

- Predefined and custom reports and management dashboards

- Automatic/manual case assignment

- Built-in audit trail

- Automated generation of SAR files, ready for electronic delivery

- Support for FinCEN acknowledgement management

- Configurable template based customer letter generation

The ECM Business Value

- Reliable system that saves time and effort, increasing productivity and effectiveness in combating financial crime

- Improves the efficiency of compliance with government regulations

- Connects with all corporate systems and data sources such as branch lists, employees, customers, and financial transactions

- Standardizes crime investigation, and enables effective cross-channel investigation

- Minimal involvement of IT is required for ongoing operations

- ECM can be deployed stand-alone or as part of the Cyber Fraud & Risk Management Suite for a complete anti-fraud solution

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Connect with us

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