



Bottomline Enterprise Case Management

Gain a holistic view of potential fraud across the organization

THE PROBLEM

Corporations need stronger alerting and case management tools to combat the rise in financial and information security crimes. Typical case management practices are often diverse and disjointed, creating increasingly difficult and inefficient tasks for the security, anti-fraud, and compliance staff. These corporations need an effective case management solution with intelligent alerting capabilities to simplify this responsibility and facilitate efficient risk management and fraud detection. Such a system must also integrate with existing corporate systems and workflows, while aiding in compliance with governmental regulations.

THE SOLUTION

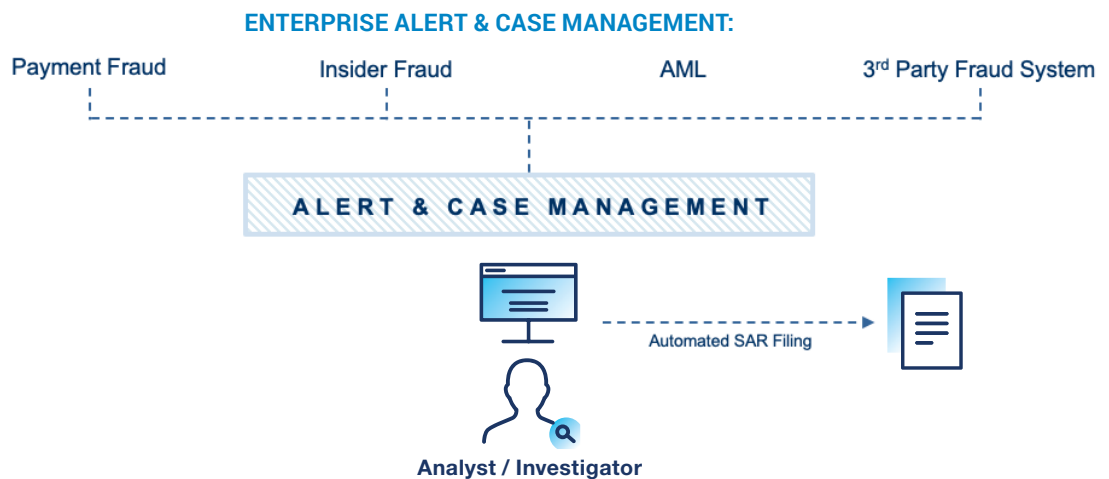
Bottomline's Enterprise Case Management (ECM) solution

allows investigators and business analysts to easily manage and track all cases, acting as a Command Center for your teams. ECM is a single, powerful application that provides an enterprise-wide alert and case management system for creating and managing alerts, cases of suspicious activity and support for Suspicious Activity Report (SAR) filings. ECM was designed to integrate seamlessly with existing corporate systems to collect and manage all data relevant for case investigations and support financial crime compliance, improving accuracy and efficiency.

CONFRONTING BARRIERS TO RISK CASE MANAGEMENT

Detecting and preventing financial crime is a complex process, requiring a cross-channel view of suspicious activity and detailed forensic investigation from Anti-Money Laundering (AML) to other types of financial crime screening. However, relying on numerous systems is complicated, and lack of integration means they typically don't communicate well across platforms leaving organizations prone to error by relying on manual processes.

That's why forward-looking companies increasingly rely on a single, pre-configured solution to optimize the Case Management process – eliminating the complex and cumbersome process of working across many different platforms.



KEY BENEFITS AND OUTCOMES

Bottomline's Enterprise Case Management is ideal for financial institutions and corporates looking for a robust and dependable case management solution.

YOU'LL BE ABLE TO:

- **Concentrate on analysis and reviewing alerts** rather than manually collecting and processing data.
- **Adopt a risk-based approach** through streamlined and fully customizable workflows according to your requirements, saving time and effort.
- **Reduce manual burdens** through automated reporting of Suspicious Activity Reports (SAR)
- **Respond quicker to threats** as they emerge with powerful analytics and dashboards
- **Take a proactive approach** to finding and tracking enterprise risk
- **Analyze data and patterns** with the right context to make a decision.
- **Reducing investigator costs** through greater efficiencies.

POWERFUL FEATURES IN THE SOLUTION

Bottomline's Enterprise Case Management solution offers valuable features:

- **SINGLE SYSTEM OF RECORD**
Collect all suspicious activity into one powerful platform by connecting to all corporate systems and data sources to minimize redundant data entry.
- **ROBUST CASE MANAGEMENT**
Analyze data across disparate sources to provide a cross-channel view of suspicious activity within the case manager.
- **LINK ANALYSIS**
Visualize the relationships between various entities that are already under investigation to examine suspicious relationships more clearly.

The screenshot displays the Bottomline Enterprise Case Management interface. At the top, there's a navigation bar with tabs for Cases, SARs, E-Files, Alerts, Reports, Search, Reference Data, and Analytics. The main header shows 'Employee Alert 100515 (Employee, Shawn More, Suspicious Behavior)'. Below this, there's a section for 'Alerts - Employee Alert 100515' with a sub-header 'Alerts - Employee Alert 100515'. The alert details include: Created: Feb 25, 2015 1:53 AM, Score: 400, Description: Employee Shawn More (Emp No. emp124) behaves suspiciously, Date Accepted: [blank], Status: New, Owner: System, Severity: Critical, Date Closed: [blank], and Resolution: [blank]. Below the alert details, there's a section for 'Employee Details' showing Employee: Shawn More, Manager: [blank], Role Types: Teller, Employee Number: emp124, Department: Business, and Branch: New York City 5th Avenue. At the bottom, there's a table of 'Incidents (5)' with columns for Transaction Time, Title, Employee, Total Transactions, and Score. The table lists five incidents related to Shawn More, including transactions on Suspense accounts, excessive number of Account Closing transactions, and excessive number of Withdrawal transactions.

| Transaction Time | Title | Employee | Total Transactions | Score |
|------------------|---|------------|--------------------|--------|
| 101421 | Employee performed debits of the same amount, on Suspense accounts over a period of time | Shawn More | 2 | 100 |
| 101434 | Employee performed excessive number of Account Closing transaction(s) on S(sicident.status.code) acc... | Shawn More | 2 | 50 |
| 101442 | Transaction of category Withdrawal transaction(s) on inactive account according to its last activity... | Shawn More | 100 | acc211 |
| 103405 | Employee performed excessive number of Withdrawal transaction(s), on the same account | Shawn More | 4 | 50 |
| 103418 | Employee performed debits of the same daily accumulative amount, on Suspense accounts over a period ... | Shawn More | 1 | 100 |

ALERT VIEW

- **ADAPTABLE TO ORGANIZATIONAL WORKFLOWS**
Non-technical supervisors can pre-configure workflows to fit specifically to organizational requirements; establishing priorities, assigning caseloads and meeting deadlines.
- **FINANCIAL IMPACT CALCULATION**
Estimate the risk of suspicious criminal activity and suspected fraud with a built-in Financial Impact Calculator.
- **SEARCH CAPABILITIES**
The system provides Google-like search on all information in the system, such as: transactions, notes, alerts, and cases.
- **SEAMLESS INTEGRATION WITH BOTTOMLINE'S EXISTING CFRM SUITE**
ECM can be integrated with the Bottomline's Cyber Fraud and Risk Management suite - a leading solution for detecting and preventing cyber fraud and achieving compliance.
- **REVIEW CUSTOMER RISK AND DATA** across disparate sources
- **FRAUD AND COMPLIANCE ALERTS**, to provide cross-channel view of suspicious activity within the case manager



Reporting Capabilities and Dashboards

ECM provides uncompromising reliability by tracking all changes, and accountability for all employee actions with productivity reports.

It also automatically identifies cases that require SARs, improving corporate compliance with government regulations. Investigators can then efile SARs within the case manager or file them manually by exporting a PDF version. The ECM provides a complete workflow for generating and automatically filing SARs to regulatory bodies with complete and accurate information and documentation. These tools also support your initiatives around Know Your Customer (KYC), AML and Sanctions, and financial crime compliance.

ECM provides an advanced flexible and dynamic reporting system in addition to user centric dashboards. This provides the user with a high-level view of the different kinds of alerts that have been created, and the ability to quickly access metrics that are immediately relevant.



Contact us to learn more about how **Bottomline's Enterprise Case Management solution** can enhance your organization's security help combat fraud.

CONTACT US



Connect with us



About Bottomline

Bottomline (NASDAQ: EPAY) makes complex business payments simple, smart and secure. Corporations and banks rely on Bottomline for domestic and international payments, efficient cash management, automated workflows for payment processing and bill review, and state of the art fraud detection, behavioral analytics and regulatory compliance solutions. Thousands of corporations around the world benefit from Bottomline solutions. Headquartered in Portsmouth, NH, Bottomline delights customers through offices across the U.S., Europe, and Asia-Pacific.

For more information, visit www.bottomline.com

© Copyright 2020, Bottomline Technologies, Inc. All rights reserved. Bottomline Technologies and the BT logo is a trademark of Bottomline Technologies, Inc. and may be registered in certain jurisdictions. All other brand/product names are the property of their respective holders. REV US122920KH

Corporate Headquarters

325 Corporate Drive
Portsmouth, NH 03801
United States of America

Phone: +1-603-436-0700
Toll-free: +1-800-243-2528
Fax: +1-603-436-0300
info@bottomline.com

Europe, Middle East, Africa Headquarters

1600 Arlington Business Park
Theale, Reading, Berkshire RG7 4SA
United Kingdom

Tel (Local): 0870-081-8250
Tel (Int): +44-118-925-8250
Fax: +44-118-982-2253
emea-info@bottomline.com

Asia Pacific Headquarters

Level 3, 69-71 Edward Street
Pyrmont, Sydney NSW 2009
Australia

Tel: +61-2-8047-3700
Fax: +61-3-9824-6866
apac-info@bottomline.com