



C. Hoare & Co. Continues to Keep Customers & the Bank Safe with Cyber Fraud Risk Management Upgrade

"Personal trust and outstanding customer service is the foundation of our business. In an ever-changing banking landscape, we want to stay ahead in protecting our customers from the increasing risk of financial crime. Bottomline provided us with a solution that allows us to continue our commitment to protect our customers and the bank."

- Neil Lover
Head of Financial Crime & MLRO



Challenges

- Legacy platform lacked modern features required to stay ahead of banking in the 21st century
- Original platform was manual; the bank wished to benefit from automated controls to monitor customer activity and transactions and to ensure continued adherence to AML regulations
- Given the changing landscape in banking, equipping customers and colleagues with efficient systems and controls was top priority. The bank was keen to ensure a robust and compliant solution was in place to bring greater confidence to its operations

Solution

- Bottomline's Compliance Solution with enhanced security and reduced investigation time with a sophisticated fraud platform

Results

C. Hoare & Co was able to:

- Stay ahead of emerging threats with a continuously evolving platform
- Identify insider or intruder threats with real-time alerts
- Remain compliant with regulations
- Improve security confidence for the bank and its customers
- Maintains its long-standing reputation and provides customers with an enhanced service