How financial services organizations can achieve effective case management*

Do your current operational risk, compliance and financial crime case resolution systems meet your complex needs?

In financial services, managing and resolving risk, compliance and fraud issues across multiple functions and specialties presents daunting challenges. Many case management systems cannot collect disparate sources of information that an analyst needs to resolve an issue. This lack of continuity hinders analysts' efforts to properly record their notes, research and other relevant documentation and keeps approvers from gaining access to this information for final sign-off.

The most efficient means to facilitate effective case management is by using case management software because it eliminates subjectivity from the resolution of cases and creates consistency between cases. Well-designed case management software provides the metrics necessary to improve the case management process as well as the process transparency required by good governance.

Ideal state: An organization in which the risks associated with anti-money laundering, anti-fraud, trade surveillance and operations efforts are cross-operationally managed. Key attributes of a highly functioning case management system are:

- Fewer officers involved in issues resolution
- Improved clarity in ownership of issues
- Increased efficiency of case-processing lifecycle
- A knowledgebase that case managers can use as a feedback loop to improve the issue-generation process
- Transparency for management, compliance, auditor and regulator review

How PricewaterhouseCoopers can help

PricewaterhouseCoopers (PwC) understands the challenges of case processing and resolution. Having assembled a team of highly experienced financial services, data, technical, risk and regulatory subject matter specialists, we developed the Computer-Assisted Subject Examination and Investigation Tool (CASEit®). A secure web-based tool that acts as a single point of case management, CASEit® helps financial institutions handle myriad case types and meet their greatest case management challenges.

Key CASEit® features include:

- Ability to import cases from the system, generate them manually or bundle them into portfolios and assign them to analysts
- Built-in workflow for investigators, reviewers and approvers
- Transaction-searching and check-viewing investigative capabilities
- Secure hosted applications or in-house installations
- Easy-to-develop and deploy reports
- Built-in leading practice procedures for each case to help deliver consistency to case resolution
- Built-in scoring to provide quantitative insight into the resolution process
- Ability to define a case by one or more characteristics, including customer, account, counterparty, vendor, employee, deficiency, event, issuer or deal.
- Case-tracking metrics with built-in control and activity points that can be measured and analyzed
- Ability to consolidate multiple associated items within cases to help improve timeliness of the manual review process

*connectedthinking

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Case Management Software

Contact:

Bruce Roland, Partner
(410) 659-3310
Bruce.Roland@us.pwc.com

Tom Messina, Director
(646) 471-4757
Thomas.Messina@us.pwc.com

PwC's CASEit® application is an effective tool and can be customized for the following case management functions:

- Anti-money laundering look-backs and historical transaction reviews
- Anti-money laundering case backlog processing and go-forward alert resolution
- Customer due diligence and enhanced due diligence re-documentation and risk re-assessments
- OFAC and other watch-list resolution management
- Trade surveillance case remediation and management
- Operational risk management deficiency resolution
- Internal or external fraud case management
- Transaction monitoring

For more information and web product demonstrations, please visit www.pwc.com/amltools

- Electronic data and document capture that stores analysts' notes as written text, or allows analysts to upload relevant materials and append documentation at the case or item level within a case
- Built-in functionality that allows users to export individual case information and supporting documentation to PDF, Excel, Word and TIF formats
- Built-in multiple levels of reviews
- Process transparency through real-time monitoring, tracking and reporting of the case review process
- Efficient case-processing that combines case documentation, transaction detail analysis and knowledge-based system functionality in a single toolkit
- Integration with PwC's Customer Due Diligence tool to allow for an all-in-one customer information management approach
- Graphical Flow of Funds module that allows analysts to define the path of complex transactions

If your current case management system cannot cross-operationally manage the risks associated with anti-fraud, anti-money laundering, trade surveillance and operations, CASEit® offers an alternative – a single point of case management. This powerful tool consolidates your risk detection efforts to expedite case resolution.

Implementation Customer Base

	Anti-Money Laundering Look-back	Anti-Money Laundering Case Backlog processing	OFAC and Interdiction List Matching	Trade Surveillance Look-back	Anti-Money Laundering Counterparty and KYC Transaction Monitoring
Top commercial and retail Asian bank	●		●		
Multiple regional, foreign owned (US & Latin America)	●				
Top global investment bank				●	
Top global bank	●		●		●
Multiple regional, foreign owned (US & Latin America)	●				
Regional US bank		●			
Top commercial and retail Asian bank	●				
Middle Eastern commercial and retail bank		●			