NICE Actimize

Case Study

AML Success at Scale

How a Leading Financial Institution Transformed Outcomes with NICE Actimize Professional Services

The Customer

A leading South African financial institution with over 175 years of history, serving millions of customers across insurance, banking and investment services, engaged NICE Actimize to strengthen its AML and compliance capabilities. By partnering with NICE Actimize, the bank aimed to enhance its programs effectiveness and stay ahead of evolving regulatory expectations.

The Challenge

A leading financial institution operating in a highly regulated environment sought to enhance its AML compliance framework to meet evolving regulatory expectations. Following a comprehensive review by the Prudential Authority, the institution identified opportunities to strengthen key areas including customer due diligence (CDD), transaction monitoring and customer risk assessment. To support this strategic transformation, NICE Actimize was engaged to deliver advanced AML compliance and risk management solutions tailored to the institution's needs.

The Solution

NICE Actimize was engaged as a trusted and innovative leader in the AML space to conduct an in-depth analysis of the financial institution's compliance program. Through this collaboration, the institution uncovered previously unrecognized risks and critical areas for improvement, including strengthening watchlist screening, enhancing ongoing monitoring, automating risk-based customer assessments and standardizing workflows to improve compliance governance. Together, the teams successfully achieved full implementation within a very tight regulatory deadline.

- **Accelerated Deployment:** Achieved go-live in just 2.5 months — significantly faster than the typical implementation timeline.
- **Enhanced Screening & Risk Assessment:** Leveraged watchlist screening capabilities to improve precision, efficiency and consistency within customer due diligence.
- **Improved Operational Efficiency:** Implemented standardized workflows and robust access controls to streamline case management and accelerate decision-making.
- **Strengthened Governance & Compliance:** Enabled secure, role-based access aligned with evolving regulatory expectations and internal policies.
- **Adaptive Delivery Model:** Transitioned from a single-launch approach to a phased go-live strategy, executing seven staged rollouts to better align with business objectives and reduce implementation risk.
- **Proactive Risk Mitigation:** Enabled real-time identification of high-risk customers prior to onboarding, supported by standardized workflows to enforce consistent governance.

The Outcome

60%

reduction in the typical implementation timeline

2.5 Months

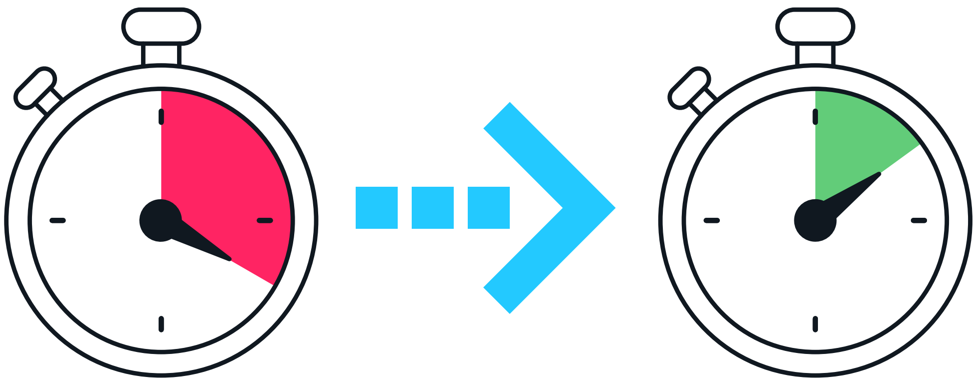
to close all critical compliance gaps

66%

reduction in average time spend handling an alert

The Outcome

Average Handing Time per Alert Reduced From



15-20 min → **5-10 min**

These enhancements contributed to a more robust AML risk management and governance framework, reducing regulatory exposure and improving overall operational efficiency.

Summary

This implementation enabled the client to successfully execute multiple staggered go-lives within a compressed schedule, addressing critical compliance gaps efficiently and achieving measurable operational improvements.