

Case Study

A Large Leading Mutual Life Assurance Firm Transforms Compliance Operations Through Intelligence Driven Operations Services



The Customer

A large leading mutual life assurance firm operating in Africa and Asia providing financial solutions to individuals, small and medium-sized businesses and corporates, and other emerging markets. Their wealth arm is an advice-led business providing expert investment guidance and tailored wealth solutions for high-net-worth clients.

The Outcome

The client transformed its financial crime compliance operations with NICE Actimize's Intelligence-Driven Operations Services (IDOS).

30%
reduction

in processing turnaround time through optimisation and solution deployment

25%
improvement

in quality, directly enhancing customer experience through streamlined operations

37%
reduction

in total cost of ownership through scalable resourcing and automation during transition phases

The Challenge

The client was operating under heightened regulatory scrutiny, creating an urgent need to demonstrate robust compliance across Financial Crime Compliance (FCC) standards. At the same time, the organization initiated an enterprise-wide transformation to modernize FCC operations – including Transaction Monitoring, Screening and KYC – by replacing outdated legacy systems with advanced technology solutions. This effort required balancing evolving regulatory expectations with operational efficiency and scalability.

Key Challenges Included:

- Establishing a compliance framework capable of meeting evolving and stringent regulatory expectations
- Managing large alert volumes with limited resource capacity and evolving processes
- Overcoming operational inefficiencies caused by manual workflows, high total cost of ownership and fragmented knowledge management practices

These factors collectively led to reduced output quality, extended turnaround times and a measurable negative impact on customer experience.

The Solution

NICE Actimize delivered a comprehensive, multi-pillar solution comprised of personnel, processes and technology, designed to maximize the client's investment and accelerate compliance transformation.

Personnel:

- **Targeted Resource Deployment:** Provided on-demand access to a pool of ~150 FCC specialists through a multi-year Managed Services model, handling high-volume alert triage and KYC onboarding
- **Accelerated Training:** All resources were certified via Actimize University, ensuring rapid speed-to-competency, improved quality and reduced operational burden

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Process:

- **Policy & Procedure Optimization:** Conducted a full review of compliance-related processes to align with regulatory obligations
- **Solution Enablement:** Identified quick wins to leverage NICE Actimize technology for process uplift and trained client teams to maximize platform capabilities
- **AI Gap Analysis:** Highlighted opportunities for automation and efficiency through AI-driven enhancements

Technology:

Implemented NICE Actimize solutions tailored to the client's priorities and risk profile, including:

- **WL-X:** Watchlist Filtering
- **SAM:** Suspicious Activity Monitoring
- **ActOne:** Alert Management Workflow
- **XOB:** CDD Onboarding
- **Generative AI:** InvestigateAI and NarrateAI for advanced automation

This integrated approach combined strategic advisory, operational optimization and cutting-edge technology to deliver measurable improvements in compliance, efficiency and customer experience.

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