

Case Study

Global AML Rollout for a Leading Financial Institution



The Customer

A top-tier global financial institution, recognized among the world's largest bank holding companies, with a significant international presence and multi-trillion-dollar assets under management. Operating across dozens of markets, the organization is committed to maintaining the highest standards of regulatory compliance and operational excellence.

The Outcome

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

2.5X
growth

in specialist team size, leading to accelerated throughput, stronger governance and predictable delivery outcomes

82%
increase

in delivery quality across requirements-to-testing lifecycle, reducing rework and operational risk

66%
reduction

in deployment times, with a modernized release management process, resulting in faster time-to-value and improved platform stability

The Challenge

Since 2019, the institution has embarked on a global compliance platform program, deploying solutions across 50+ markets. The initiative required harmonizing business requirements while accommodating jurisdictional regulatory differences.

Key Challenges Included:

- Defining common global requirements with flexibility for local regulations
- Establishing an efficient partnership model to deliver rapid value and maintain rigorous quality standards
- Managing a scalable, long-term platform for business-as-usual (BAU) operations

To address these challenges, NICE Actimize implemented a global delivery model leveraging expertise across multiple regions, supported by NICE Actimize's Global Technology Center.

Key Objectives Included:

- **Best-In-Class Service Delivery:** Establishing a core team of experts familiar with the client's landscape and solution design
- **Scalability:** Rapidly ramping and scaling resources as needed, facilitated by an expanded specialist team
- **Accelerated Delivery:** Expedited end-to-end execution and successful implementation of NICE Actimize solutions by leveraging professional services consultancy for requirements gathering, SME-led design and automation for testing
- **Enhanced Compliance Processes:** Deploying dedicated managed services for ongoing support and incident management

The Solution

NICE Actimize Professional Services enabled the successful deployment of a world-class, global compliance platform for AML – covering onboarding, KYC, sanctions screening and transaction monitoring – across 7 groups, 50+ markets and 30 countries. Through a strategic advisory partnership, the team served as a trusted advisor – shaping a best-practice AML platform architecture designed for scalability, regulatory evolution and seamless future upgrades. The engagement embedded dedicated Managed Services resources into the global operating model, improving triage efficiency, shortening issue-resolution cycles and strengthening platform resilience and risk mitigation. Leveraging a scalable “core + flex” global delivery model, regional subject matter experts and a Center of Excellence (CoE) ensured consistent skills availability, rapid surge capacity and reduced delivery risk.

Summary

The multi-year transformation spanned multiple business groups and countries, consistently meeting stringent delivery, quality and timeline commitments and earning internal recognition for execution excellence. Looking ahead, collaboration continues to expand into strategic advisory, operational efficiency, BAU uplift, joint CoE initiatives and AI-led modernization of compliance operations – driving future-focused growth and ongoing innovation.

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NICE Actimize