

NICE Actimize

Brochure

Managed Investigations Service

Operational intelligence for scalable, resilient compliance operations



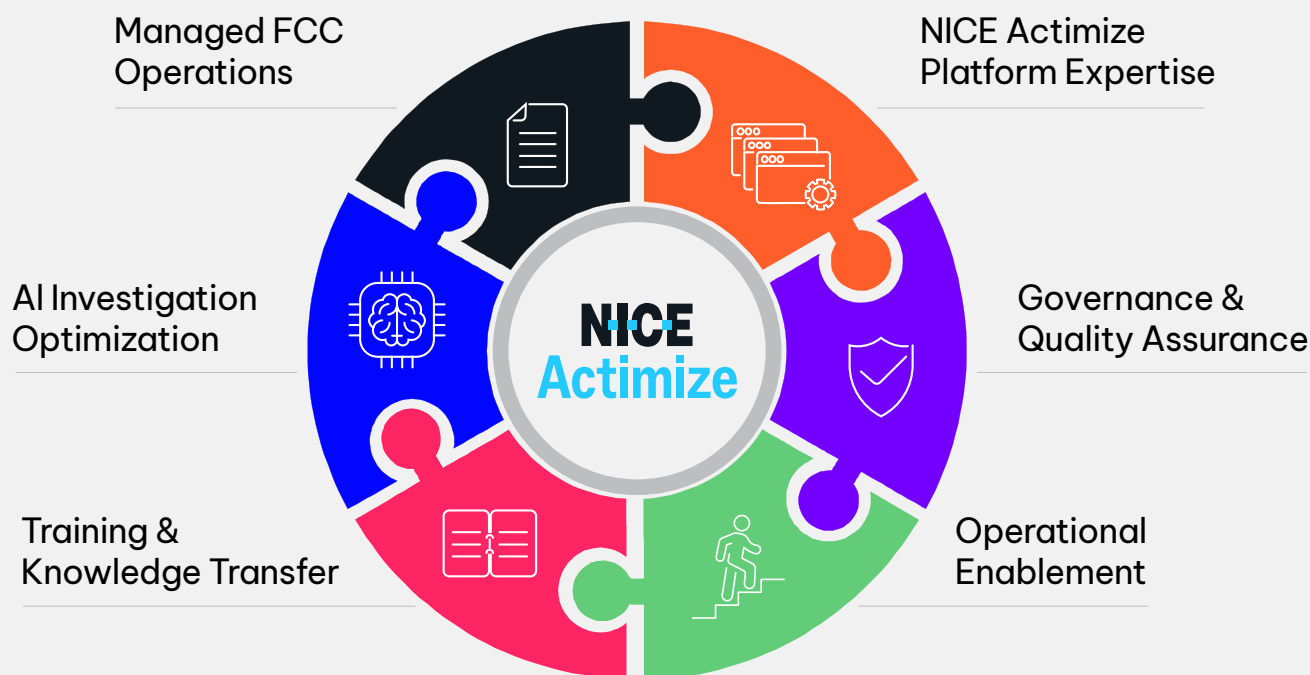
Transform Compliance Operations with Intelligence-Led Execution

Financial institutions face sustained regulatory pressure while managing rising volumes of alerts, fragmented processes and increasingly sophisticated financial crime threats. AML, KYC and sanctions programs must demonstrate effectiveness, auditability and consistency, yet many organizations struggle with inefficient operating models, high investigation backlogs and escalating costs. At the same time, firms are expected to adopt advanced technologies without disrupting operations or losing critical institutional knowledge. The result is a widening gap between regulatory expectations and operational capability.

Measurable Efficiency and Resilience for Stronger Regulatory Outcomes

NICE Actimize's Managed Investigations Service enables financial institutions to modernize compliance operations by integrating expert-led managed services, intelligent automation and deep Actimize platform expertise. The offering aligns people, process and technology to improve investigation outcomes, increase operational efficiency and strengthen regulatory resilience.

Built on decades of financial crime domain expertise and direct alignment with the Actimize platform, Managed Investigations Service helps organizations accelerate time-to-value while maintaining control, transparency and scalability across compliance operations.



Managed Investigations Service integrates expert-led managed services, technology-enabled optimization and Actimize platform expertise to create intelligent, scalable compliance operations.



Managed FCC Operations

Enhance investigation throughput and consistency across KYC, sanctions screening and transaction monitoring. The offering provides expert-led managed services aligned to regulatory expectations, enabling firms to reduce backlogs, standardize case handling and improve decision quality while maintaining full auditability.

AI Investigation Optimization

Apply intelligent automation and AI-driven insights to streamline workflows and reduce manual effort. Optimize investigation processes within the Actimize platform to improve alert prioritization, case handling efficiency and resource utilization, while supporting consistent, explainable outcomes.



NICE Actimize Platform Expertise

Leverage deep, product-aligned expertise to optimize configuration, performance and usage of the Actimize suite. Maximize platform value, accelerate capability adoption and align technology to evolving compliance requirements.



Governance and Quality Assurance

Strengthen oversight and regulatory defensibility through structured quality assurance frameworks and governance models. The offering embeds continuous monitoring, standardized controls and performance metrics to improve investigation quality, reduce risk exposure and support regulatory examinations.

Operational Enablement

Enhance operational effectiveness through workflow optimization, user experience improvement and operating model alignment designed to maximize the value of the Actimize technology ecosystem. Managed Investigation Services enables organizations to streamline investigative processes, improve operational agility and align delivery models to strategic and regulatory outcomes, while preserving institutional knowledge and supporting scalable operations.



Training and Knowledge Transfer

Deliver a seamless transition from legacy processes to the Actimize technology ecosystem through bespoke training and knowledge transfer tailored to client procedures and the Actimize platform. Managed Investigation Service enables operational teams to achieve competency faster through role-based onboarding, process-aligned guidance and embedded product expertise designed to support long-term operational success.

Managed Investigations Service at a Glance



Service Offerings

- Quality assurance and governance
- Operational enablement
- Training and capability development
- Advisory and transformation support



NICE Actimize Solution Capabilities

- Product-aligned expertise
- Product-Integrated Managed Services
- AI-enabled platform optimization



Industries We Serve

- Retail and institutional banking
- Investment and commercial banking
- Insurance
- FinTech and payments



Global Delivery and Talent

- Global Talent Center (GTC) enabling scalable delivery, specialist expertise and flexible resourcing aligned to demand

Enabling the Future of Compliance Operations

Managed Investigations Service helps organizations transition from fragmented, resource-intensive operating models to integrated, technology-enabled intelligence-driven operations. By combining expert-led managed services with the broader Actimize product ecosystem, organizations can optimize operational efficiency, accelerate value realization, reduce total cost of ownership and strengthen regulatory outcomes.

Partner with NICE Actimize to build resilient, scalable compliance operations that deliver measurable and sustainable impact.

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NICE Actimize



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About NICE Actimize

As a global leader in artificial intelligence, platform services, and cloud solutions, NICE Actimize excels in preventing fraud, detecting financial crime, and supporting regulatory compliance. Over 1,000 organizations across more than 70 countries trust NICE Actimize to protect their institutions and safeguard assets throughout the entire customer lifecycle. With NICE Actimize, customers gain deeper insights and mitigate risks. Learn more at www.niceactimize.com