NICE Actimize

Case Study

Monument Bank Scales Financial Crime Operations to Support Rapid Growth

MONUMENT

The Customer

Monument Bank is a UK-based digital bank focused on serving the mass affluent market, a customer segment that sits between traditional retail and private banking. Operating entirely through a mobile-first model, the bank serves more than 100,000 customers across the UK and continues to expand beyond savings into wealth management and future lending products.

As Monument grew, its financial crime programme needed to evolve just as quickly. The bank wanted technology capable of supporting continued customer growth while maintaining an excellent onboarding experience and strengthening regulatory oversight.

The Challenge

Following several years of significant expansion, Monument recognised that its existing AML platform was no longer aligned with the bank's long-term strategy. Multiple third-party solutions, fragmented workflows and operational complexity created unnecessary friction across customer onboarding and financial crime investigations.

The existing platform presented concerns around screening coverage and required investigators to navigate multiple systems during investigations. Rather than continuing to integrate individual point solutions, Monument wanted a single platform capable of supporting the entire customer lifecycle while providing greater visibility across fraud and financial crime operations.

At the same time, the bank remained focused on ensuring its compliance programme could keep pace with evolving regulatory expectations and continued business growth.

"We were looking for a single source of truth. We wanted a holistic view over everything rather than disjointed parts of different systems plugged together."

— Bethan Rich, Head of Financial Crime and Fraud/MLRO, Monument Bank

The Solution

Following a competitive vendor evaluation, Monument selected NICE Actimize to deliver a unified financial crime platform spanning onboarding, AML risk assessment, screening, transaction monitoring and case management. The bank wanted a comprehensive end-to-end platform supported by trusted third-party data providers, flexible risk configuration and a roadmap aligned with evolving regulatory requirements.

Equally important was consolidating multiple technologies into a single operating environment. By implementing NICE Actimize ActOne Case Management alongside integrated onboarding, AML risk assessment, screening and monitoring capabilities, Monument established a centralised financial crime platform where investigations, evidence and customer information could be managed in one system.

The Results

Unified financial crime operations through a single platform for onboarding, AML risk assessment, screening and case management.

Greater regulatory confidence through centralised investigations, a complete audit trail and improved operational visibility.

Streamlined customer onboarding experience that supports rapid customer growth while maintaining strong compliance controls.

A scalable platform to support business expansion, evolving regulatory expectations and continued innovation.

By replacing fragmented systems with NICE Actimize, Monument established an integrated operating environment for onboarding, screening and financial crime investigations. Centralised case management has improved operational visibility, simplified regulatory response and given investigators one place to manage customer information and supporting evidence.

The Results

The platform has also streamlined onboarding by enabling customer verification activities to run concurrently, creating a more efficient client experience and maintaining consistently strong straight-through processing as customer volumes increased. As Monument continues to expand its products and customer base, NICE Actimize provides a scalable foundation for continued innovation and evolving compliance requirements.

Beyond the technology itself, Monument valued the collaborative relationship and ongoing support provided by NICE Actimize.

“We’ve got a support model that is significantly better than what we’re paying for. We value the partnership and the relationships that we’ve developed.”

— David Young, Chief Operating Officer, Monument Bank

Summary

As Monument continues to expand its product portfolio and customer base, it has established a scalable financial crime foundation capable of supporting the next phase of its digital banking strategy.

With plans to introduce biometric onboarding, expand investment services and continue leveraging AI across its compliance operations, Monument is well positioned to maintain strong regulatory controls while supporting continued innovation.

Modernise your AML program