NICE Actimize

How to Choose the Right Case Management Solution

All case management solutions aren't created equal. Whether a financial institution (FI) wants to upgrade their existing solution or are considering their first implementation, below are some top considerations and tips to help with the decision.

☐ **Understand your base requirements** before searching for a solution so you can one that best aligns with your needs

☐ **Don't assume that there's any specific functionality** in the solution

☐ **Ensure that the vendor will make periodic and timely changes** to the solution when needed

☐ **Look for basic capabilities**, such as robotic process automation (RPA), to streamline employees' tasks and improve morale

☐ **Consider orchestration hubs** that can enable access to different point solutions and unify results in a risk engine that scores and prioritizes alerts and vets results.

☐ **Know in advance when new vendor releases are planned** and budget accordingly so they can be implemented

☐ **Ensure the vendor offers a cloud option** so you can either support a cloud implementation or a hosted upgrade

☐ **Confirm the solution offers an upgradeable framework** for any changes that need to be retrofitted to your organization

Your enterprise risk case management solution must be agile, unified, and purpose-built for financial crime and compliance. It should support the ability to drive innovation-led efficiencies.

> "As important as case management functionality is, it's also **imperative to choose a vendor who will work with you well during implementation**, who's responsible when there's problems, who listens to you regarding enhancements that you desire, and who will upgrade the solution periodically going forward to keep up with the evolving needs in the market."
>
> **Shirley W. Inscoe**
>
> Senior Analyst with Aite Group, covering fraud, data security, and consumer compliance issues

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Find out how ActOne can transform case management at your financial institution.

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