

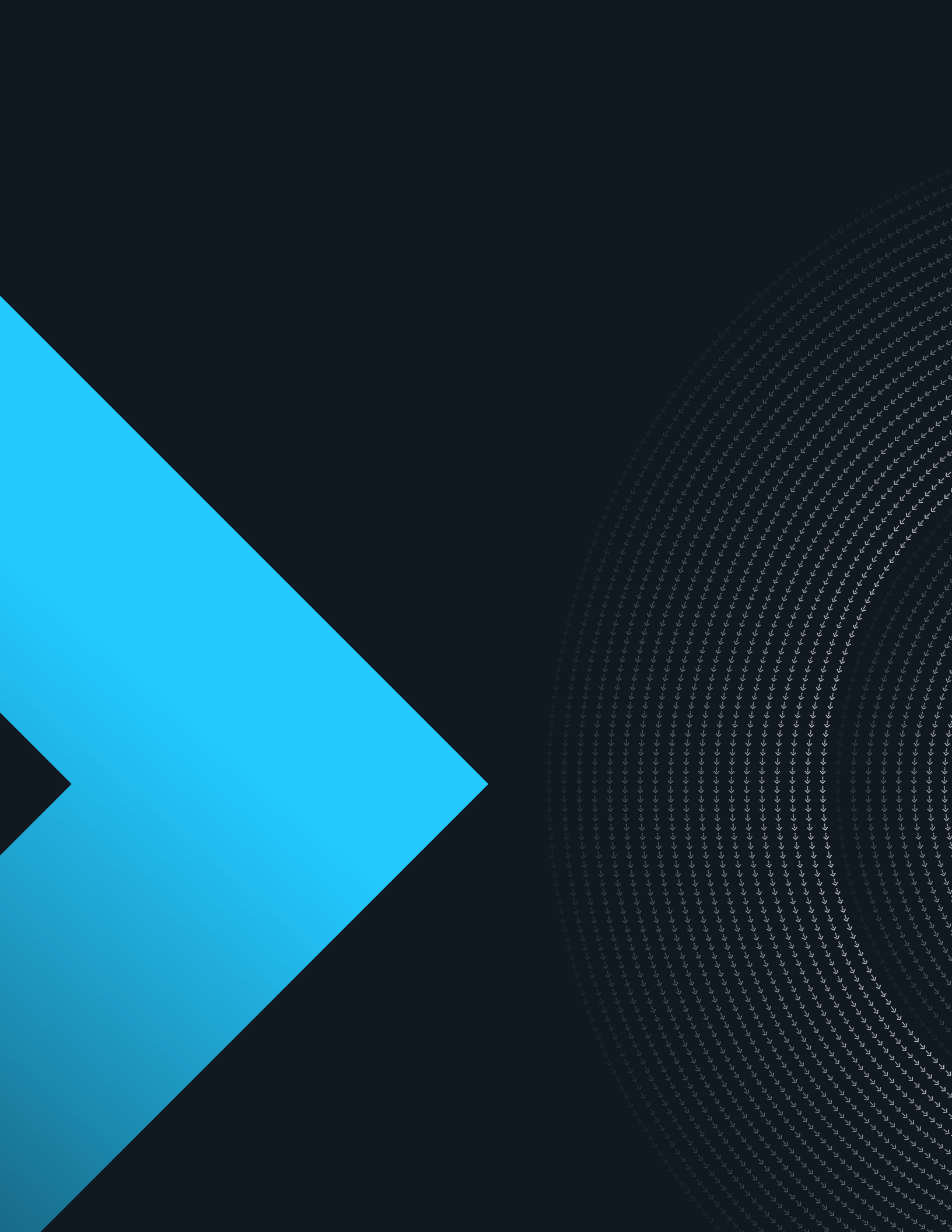


NICE
Actimize

X-celerate

eCAP Services Catalog

May 2024



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Enterprise Consulting and Advisory Practice (eCAP)

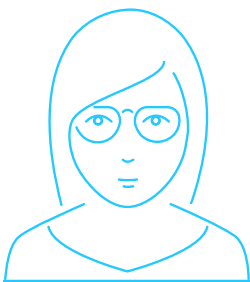


Introduction

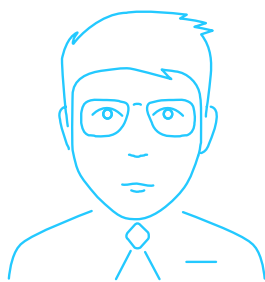
Enterprise Consulting & Advisory Practice (eCAP)

- Our Consultants engage with Business and Technical Users to help them benefit from our expertise in Actimize solutions and from our domain experience
- Through standalone and continuous improvement services, we enable our customers to...
 - » Reduce losses
 - » Address regulatory risk
 - » Reduce operational overheads
 - » Improve customer experience
 - » Adapt to new Fraud/AML threats
 - » Increase system stability and performance

Our Customers



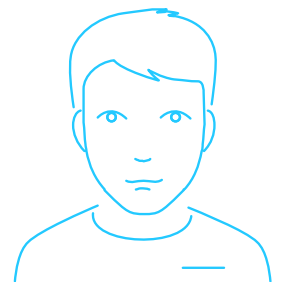
Financial Crime Management



Strategy Manager



Operations Manager



Technology Personnel

Common Challenges Addressed by eCAP Services

			
<p>We need to reduce the time to work alerts to reduce operating costs</p>	<p>Our organisation is too slow to react to new trends and regulatory requirements</p>	<p>We need a solution in place quickly to address a regulatory deadline</p>	<p>Our solution is generating large amounts of alerts with too many false positives</p>
			
<p>We need experts who can design a solution that will meet our challenges</p>	<p>We are not detecting sufficient financial crime</p>	<p>We are seeing an increase in transactions impacting alert volumes and system performance</p>	<p>We are a new bank looking for a simple solution now but with the ability to grow in the future</p>
			
<p>We want to move our solution to the Cloud</p>	<p>We have acquired a new bank and need to add their customers to our solution</p>		

Our Consulting & Advisory Services address your challenges and help you to drive your business



Business Oriented Training and Workshops

Take your knowledge and expertise of Actimize solutions to the next level with training and workshops led by Actimize domain experts.



Standalone Advisory Services

Services designed to address individual topics and challenges that provide recommendations and a roadmap to success.



Continuous Improvement Services

Ongoing Services based on regular interaction with Actimize domain experts to help you maintain and improve the quality of your solution in your ever-changing environment.



Delivery Support

Services designed to add value to deployments of Actimize solutions ensuring that the solution delivered meets your organization's objectives and challenges.

Bringing Value to our Customers

IMPROVING OPERATIONAL EFFICIENCY	DETECTING MORE FINANCIAL CRIME	INCREASING SOLUTION EFFICIENCY
<p>UK Bank</p> <p>Reduced Average handling time by 25%</p> <p>US Card Issuer</p> <p>Reduced number of fraud detection rules from 2,000 to 1,400 in initial engagement</p>	<p>Greek Bank</p> <p>Frauds reduced (add percentage gain) from 150 per day to 20 per month</p> <p>UK Bank</p> <p>Increased fraud value detection rates from 48% to 70% while reducing daily alerts by 25%</p> <p>French Bank</p> <p>Application Fraud reduced by 50%</p>	<p>German Bank</p> <p>Increased solution throughput by 40%</p> <p>US Bank</p> <p>Reduced time to deployment in Cloud</p>

Engagement Model



→ Advisory Services

eCAP Engagement Model

Standalone Services		Continuous Improvement	
<p>Business Oriented Training & Workshops</p> <ul style="list-style-type: none"> Builds on the Actimize University training Led by Actimize Business Consultants Provides training in a business-related context Uses experience gained from numerous deployments of Actimize solutions Structured to provide immediate value 	<p>Standalone Advisory Services</p> <ul style="list-style-type: none"> Expanded services beyond standard implementation to optimize a Client's usage of Actimize solutions Sample Services <ul style="list-style-type: none"> » Strategy Optimization » Data Assessment » Business/Technical Assessment » Employee Capabilities Assessments » Mergers & Acquisitions Specialist services and solutions to address specific requirements 	<p>Ongoing Advisory Services</p> <ul style="list-style-type: none"> Consulting based on regular touchpoints with the Client allowing for timely feedback Allows for discussion of specific issues, sharing of best practice and of the experience of Actimize SMEs Guidance to help the client refine requirements Tracks to address: <ul style="list-style-type: none"> » Strategy/Operations » Technical 	<p>Strategic Partnership</p> <ul style="list-style-type: none"> Longer term support A comprehensive package of services covering: <ul style="list-style-type: none"> » Vision & Strategy » Business Processes » Technology » Data Quality » People » Innovation Provides a program of continuous improvement Controlled and predictable costs

Delivery Support Services

DeliverySupport

- Services designed to add value to deployments of Actimize solutions
 - » Client Discovery & Business Roadmap Definition
 - » Quick Start
 - » Cloud Migration Advisory
- Provide additional expertise over standard deployments & upgrades
- Ensure that the solution delivered meets the Client's objectives and challenges

Maximise value of your Actimize solution

Engagement Model – Customer Enablement

ENGAGEMENT TYPE	SERVICES		BENEFITS		
Customer Enablement	Business Oriented Training	Implementing Successful Detection Strategies in Policy Manager	<p>Increased knowledge of Actimize solutions and best practices allowing better detection and operations performance.</p> <p>ROI quickly achieved on investment.</p> <p>Gives a deep review of a specific area with recommendations provided based on best practices.</p> <p>Empowers clients to optimize their application of Actimize solutions, enhancing an organization's detection capabilities while reducing operational costs and the impact on customers (where applicable).</p>		
	Best Practices Workshops	Best Practices –Building Profiles & Exposing Variables		QAS Module –Business User Workshop	
		ActOneDesigner Best Practices – Designing Workflows		ActOneDesigner Best Practices – Automating Alert Assignment	
		Senior Management Training Program			
		Advisory Services		Rule Coverage Assessment (RCA) – AML	Strategy Optimization – AML
				Customer Risk Assessment (CRA) – AML	Strategy Assessment – Fraud
	Rule Optimization – Fraud			Operation Efficiency Services	
	Operational Benchmarking Services			Technical Assessment	
	Data Assessment			Employee Capabilities Assessment	
	Merger & Acquisition Advisory Services			TOM Advisory Services	
	Specialist Services and Solutions				

Engagement Model – Advisory and Delivery Support Services

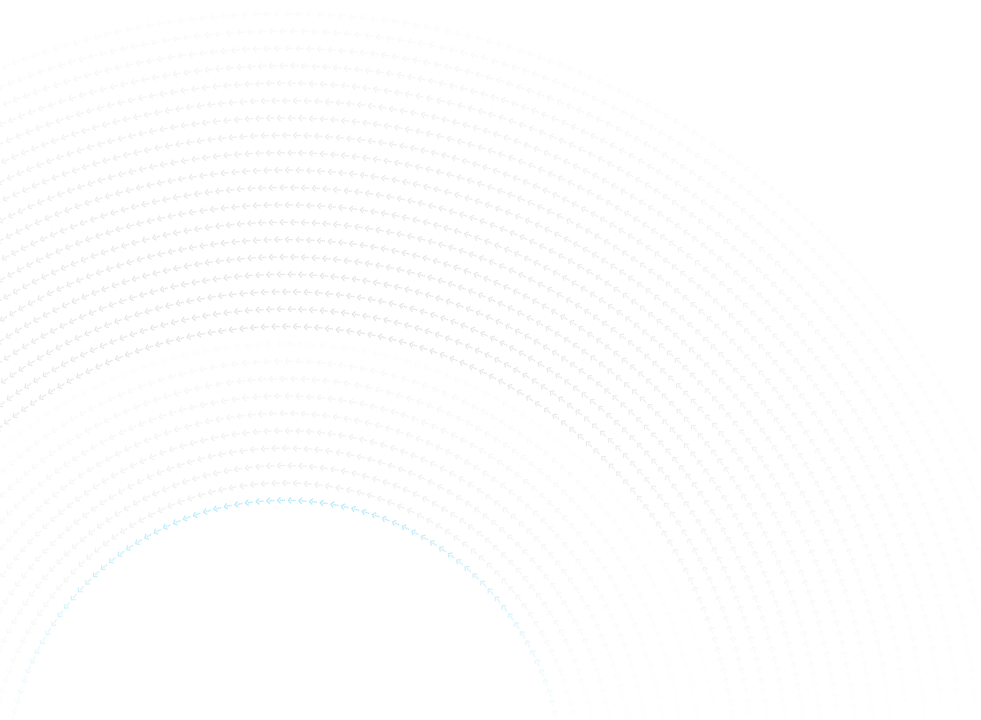
ENGAGEMENT TYPE	SERVICES		BENEFITS	
Customer Enablement	Ongoing Advisory Services	Ongoing Advisory Services – Business	Ongoing access to best practices.	
		Ongoing Advisory Services – Technical	<p>Able to react more quickly to new trends and regulatory changes.</p> <p>Solutions able to maintain high quality performance.</p>	
	Strategic Partnership			<p>Reduction in TCO.</p> <p>Faster reaction to trends and/or regulatory changes.</p> <p>Ability to maximize ROI in the Actimize solution.</p>
		Client Discovery	<p>Provides a better understanding of our solutions’ capabilities and how it can address your challenges.</p> <p>Solution more likely to address your requirements.</p>	
		Business Roadmap Definition	<p>Access to domain experts.</p> <p>Higher quality solution meeting your real needs.</p>	
		Quick Start	<p>Low cost with a short time to value.</p> <p>Allows you to build more sophisticated functionality as your organization grows.</p>	
		Cloud Migration Advisory	<p>Access to Actimize expertise in deploying our solutions in the Cloud.</p> <p>Reduces risk in the deployment.</p> <p>Faster time to value.</p>	

Services Matrix – Drivers vs. Service

SERVICES		COMMON DRIVERS									
		We need to reduce the time to work alerts to reduce operating costs	Our solution is generating too many alerts with too many false positives	We are not detecting sufficient financial crime	Our organisation is too slow to react to new trends and regulatory requirements	We to move to the Cloud	We need a solution in place quickly to address a regulatory deadline	We are seeing an increase in transactions impacting alert volumes and system performance	We have acquired a new bank and need to add their customers to the solution	We are a new bank looking for a simple solution now but with the ability to grow in the future	We need experts who can design a solution that will meet our challenges
Business Oriented Training & Workshops	Implementing Successful Detection Strategies in Policy Manager		✓	✓				✓			
	QAS Module – Business User Workshop				✓				✓		
	Best Practices – Building Profiles & Exposing Variables to Policy Manager		✓	✓							
	ActOne Designer Best Practices – Building Workflows	✓									
	ActOne Designer Best Practices – Automating Alert Assignment	✓									
Standalone Advisory Services	Rule Coverage Assessment – AML		✓	✓	✓				✓		
	Strategy Optimization for AML		✓					✓			
	Customer Risk Assessment (CRA) – AML								✓		
	Strategy Assessment – Fraud		✓	✓	✓				✓		
	Rule Optimization – Fraud		✓					✓			
	Operations Efficiency Services	✓		✓				✓	✓		
	Operational Benchmarking Services				✓						
	Technical Assessment					✓		✓	✓		
	Data Assessment		✓	✓							
	Employee Capabilities Assessment			✓	✓				✓		
	Merger and Acquisition Advisory Services								✓		
TOM Advisory Services				✓		✓		✓	✓		

Services Matrix – Drivers vs. Service

SERVICES		COMMON DRIVERS									
		We need to reduce the time to work alerts to reduce operating costs	Our solution is generating too many alerts with too many false positives	We are not detecting sufficient financial crime	Our organisation is too slow to react to new trends and regulatory requirements	We to move to the Cloud	We need a solution in place quickly to address a regulatory deadline	We are seeing an increase in transactions impacting alert volumes and system performance	We have acquired a new bank and need to add their customers to the solution	We are a new bank looking for a simple solution now but with the ability to grow in the future	We need experts who can design a solution that will meet our challenges
Ongoing Advisory Services	Ongoing Advisory Services – Business	✓	✓	✓	✓			✓		✓	
	Ongoing Advisory Services – Technical					✓		✓			
Strategic Partnership		✓	✓	✓	✓			✓		✓	
Delivery Support	Client Discovery							✓			✓
	Business Roadmap Definition									✓	✓
	Quick Start						✓			✓	
	Cloud Migration Advisory					✓					



Enterprise Consulting & Advisory Practice



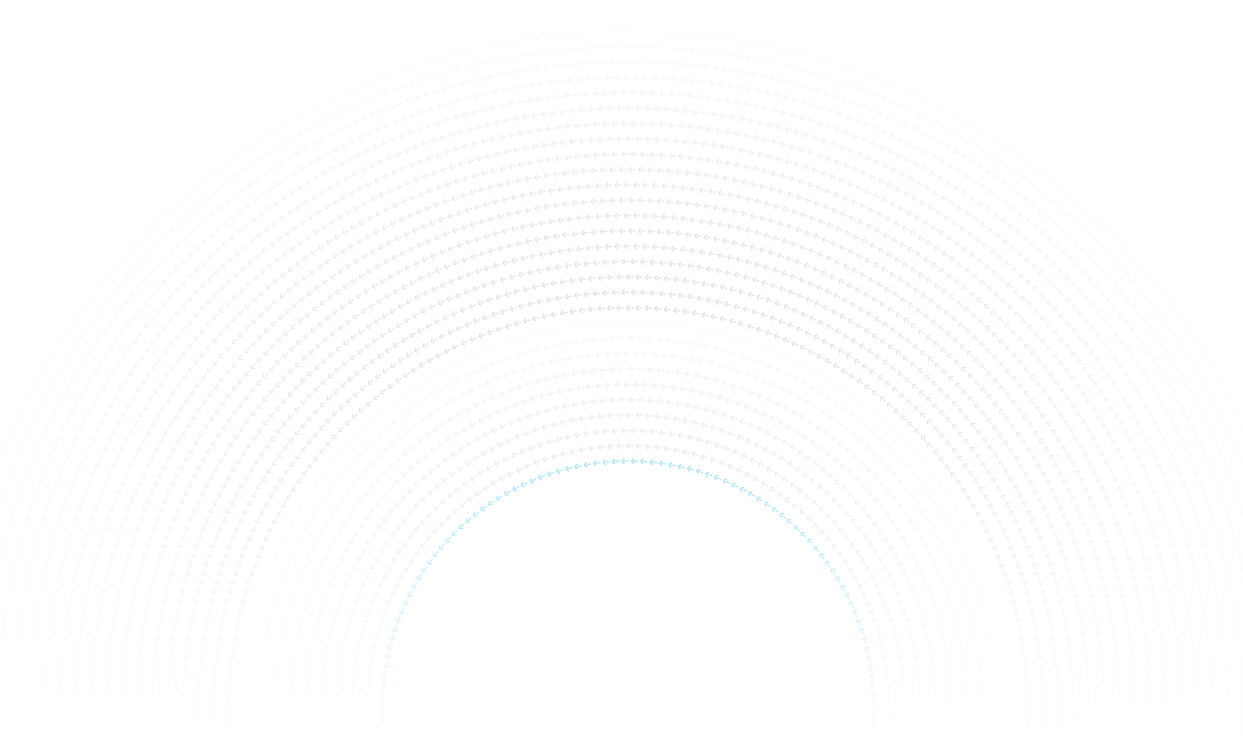
Business Oriented Training & Workshops

Implementing Successful Detection Strategies in Policy Manager




 DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none">• Poor detection rates and/or too many alerts being created• Customer not able to realize or does not understand the full potential of the Actimize solution• Customer looking to progress to next level of building Policy Manager Rules after Actimize University training	<ul style="list-style-type: none">• Training delivered over nine 2.5 hour sessions over 4 to 5 weeks• Sessions including:<ul style="list-style-type: none">› Understanding & measuring your Financial Crime Environment› Defining Strategies› Analysis Techniques to identify Risk Indicators• Advanced Policy Manager Usage<ul style="list-style-type: none">› Data available for Policy Manager rules – Going beyond the OOTB solution› Commonly Used Expressions› Sample Rule Snippets	<ul style="list-style-type: none">• Strategy teams able to realize full potential of solution through the creating of high-quality rules• Detection rates increased while managing impact on operations and customers within the FI's risk appetite

Best Practices – Building Profiles & Exposing Variables to Policy Manager

 DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • Looking to improve detection through the creation of new profiles and aggregated variables for use in Policy Manager • Looking to benefit from best practices so new profiles can be implemented efficiently with minimal performance impact 	<ul style="list-style-type: none"> • 3 hour workshop led by Business and Technical Consultants covering: <ul style="list-style-type: none"> › Identify requirements that are suitable for profiles › Best practice in designing & implementing profiles › Building aggregated variables › Exposing variables to Policy Manager • 30 hours of follow up support over 2 – 4 weeks 	<ul style="list-style-type: none"> • Gives the Client team confidence in new profiles and variables alimplementinglowing a shorter time to delivery • Improved fraud detection capability






QAS Business Workshop

 DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • Customer with inadequate QA program looking to implement process • Ensure investigative standards are met • Optimal use of Actimize solutions • Lack of established process to ensure accurate and timely completion of SAR forms 	<ul style="list-style-type: none"> • Two curated sessions of 2.5 hours each • Sessions including: <ul style="list-style-type: none"> › Business workshop designed to assist users in understanding the features and functionalities of the QAS solution including use cases › Review components of an effective Quality Assurance Program and provide best practices › Sessions for clients looking to increase their knowledge of the solution (new implementation or existing use) • Post workshop support (5 hours) up to 3 months after workshop 	<ul style="list-style-type: none"> • Drive more informed business decisions • Provide insight into the use of the QAS solution • Support QA managers and business users • Improve effectiveness of the QA program

ActOne Designer Best Practices – Automating Alert Assignment

DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • Assignment of alerts to investigators by Team Leaders is inefficient and time consuming • Investigators “cherry pick” the best/easiest alerts to work 	<ul style="list-style-type: none"> • 3-hour workshop led by Business and Technical Consultants covering: <ul style="list-style-type: none"> › Review of ActOne functionality to automated alert assignment (e.g. GetNext) › Best practices strategies for alert assignment › Implementing GetNext functionality • Includes 30 hours of follow up support over 2 – 4 weeks post workshop 	<ul style="list-style-type: none"> • Efficient, automated assignment of alerts • Team Leaders productivity increased • KPIs, e.g. time from alert creation to being worked, become more predictable

Senior Management AML Training

 DRIVERS	 SERVICE OVERVIEW	 VALUE & BENEFITS
<ul style="list-style-type: none"> • Regulatory Requirement • Weak culture of compliance • Keeping up with Legislative Changes • Lack of Awareness to Compliance 	<ul style="list-style-type: none"> • Customized trainings for senior management, board members and executives on importance of money laundering and terrorist financing compliance • Training delivered in 2 modules of 6 hours each focusing on AML requirements and process • Helps optimize understanding of recent trends and regulatory expectations • Topics included but not limited to: <ul style="list-style-type: none"> › What is AML and CTF, regulatory requirements, recent trends and developments › Cost of non-compliance, culture of compliance, role and expectation from senior management relating to money laundering › Spectrum of AML activities, KYC lifecycle, transaction monitoring process 	<ul style="list-style-type: none"> • Enhanced understanding of importance of AML compliance • Clarity on role of participants in the organizations' AML program • Clear understanding of the entire AML process • Reduced risk of penalties, or legal actions for non-compliance • Enhanced awareness and skills of participants to identify and report suspicious transactions and activities • Completing Regulatory requirement of training

➔ Standalone Advisory Services

Rule Coverage Assessment

CUSTOMER DRIVERS

- Concerns with coverage identified through internal audit/regulators
- Need to adapt to emerging risks and threats in the financial services industry
- Planned upgrades, including customized rules, of older solutions of Actimize AML Solutions
- New client/implementation of Actimize AML solutions
- Mergers and acquisitions creating new data sources, merging of systems and expansion of market
- Risk to rule review not conducted on an ongoing and/or regular basis

SERVICE OFFERING

Discovery & Analysis

- Conduct workshops with client to gather data and identify risks based on products and services offered, customers, entities, and geography
- Workshops performed with the client to review identified red flags based on line of business in scope
- Review of data gathered during discovery sessions, including client provided documentation and other documentation utilized
- Analysis of the current rule set compared to the client's identified risks
- Determination of new rule selection or existing SAM active rules to identify any gaps associated with the rules

VALUE & BENEFITS

- Greater risk mitigation as potentially suspicious activity not previously identified due to rule gaps is now being flagged
- Increased confidence in the solution due to improved risk mitigation
- Allows the bank to identify and assess all potential risks related to money laundering other financial crimes which includes both internal and external risks that may affect the bank's operations
- Improved performance of Actimize AML solutions thereby improving customer experience
- Better rule selection prior to implementation or upgrade
- Decreased regulatory risk due to comprehensive rule coverage
- Establish cadence for future risk to rules coverage assessment

DURATION

- **Level 1**
 - › 1 LOB and 1 Jurisdiction*
 - › Hours: 180
 - › Duration: 3-4 weeks
- **Level 2**
 - › 2-3 LOBs and 2-3 Jurisdictions*
 - › Hours: 300
 - › Duration: 4-6 weeks
- **Level 3**
 - › 4+ LOBs 3+ Jurisdictions*
 - › Hours: 400
 - › Duration: 6+ weeks

Strategy Optimization for AML

DRIVERS

- Lack of tuning or review of existing rule set on a regular basis
- New or current risks not covered by existing rules/models
- Gaps and areas of improvement arising from Risk Coverage Assessment

SERVICE OFFERING

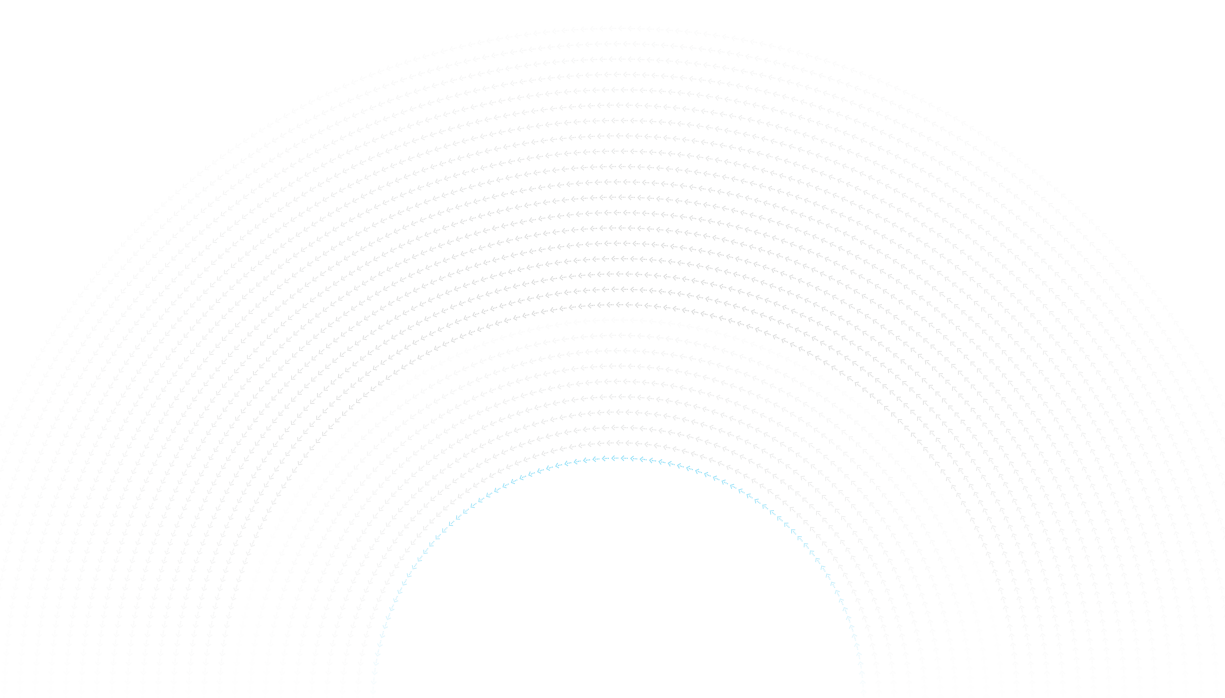
- Perform updates based on Rule Coverage Assessment output including addition/removal of models/rules
- Model/Rule update of scoring, threshold and segmentation
- Tuning and Optimization of current rule set
- Client report provided including updates/recommendations

BENEFITS

- Reduction in the alert and case volume in addition to false positive ratio
- Improved investigation times as a result of better quality alerts
- Reduction in alerts and false positive ratio drives improved quality of alert to case ratio

DURATION

- Essentials: ~ 4 weeks
- T2/T3 Organizations: ~ 8 weeks
- T1 Organizations: Per customer basis



Customer Risk Assessment (CRA) – Framework Review

DRIVERS

- Outdated CRA models
- Static risk model using static risk factors like customer’s occupation, products used and overrides
- Not factoring behavioral risk which are dynamic in nature
- weightages assigned to risk factors are skewed
- misclassification of customers risk profile
- Poor data quality

SERVICE OFFERING

Discovery & Analysis

- Conduct workshops with client to gain insights on current state of CRA model, gather data on products and services offered, customers, entities, and geography
- Review of data gathered during discovery sessions, including client provided documentation and other documentation utilized
- Analysis of the current risk factors, overrides, weightage used in the CRA model against industry best practices and regulatory guidance on CRA framework

VALUE & BENEFITS

- Reduces risk of non-compliance by improving on risk coverage
- Improved Customer Risk Assessment framework resulting into appropriate customer risk rating for its customers
- Alignment of CRA model with industry best practices & regulatory guidance
- Independent review of CRA model by AML consultants boosting FI’s confidence on it’s customer risk rating model

DURATION

- **Level 1**
 - › 1 CRA Model*
 - › Hours: 200
 - › Duration: 4-5 weeks
- **Level 2**
 - › 2-3 CRA Models in 2-3 Jurisdictions*
 - › Hours: 300
 - › Duration: 5-6 weeks
- **Level 3**
 - › Different CRA models in different Jurisdictions (more than 3)*
 - › Hours: 400
 - › Duration: 6+ weeks

Strategy Assessment for Fraud

DRIVERS

- Client strategies are underperforming
 - » Low detection rates
 - » High false positive rates
 - » High alert volumes
 - » Significant customer impact
- Client slow to react to new trends
- New or current risks not covered by existing rules/models
- Client introducing new products or services

SERVICE OFFERING

- Discovery sessions held to include:
 - » Review of risk appetite
 - » Review of current rule/model performance metrics
 - » Data availability for analysis and within the Actimize solution
 - » Processes to identify trends and actions to address them
 - » Review of scoring, thresholds and segmentation
- Recommendations provided in a report

BENEFITS

- Improved performance meeting the Client's risk appetite
 - » Higher detection rates
 - » Lower false positive rates
 - » Reduced alert volumes
 - » Customer impact minimised

DURATION

- Essentials: ~ 4 weeks
- T2/T3 Organizations: ~ 8 weeks
- T1 Organizations: Per customer basis

Rule Optimization for Fraud

DRIVERS

- Policy Manager rules are underperforming
 - » Low detection rates
 - » High false positive rates
 - » High alert volumes
 - » Significant customer impact
- We have too many rules and they are difficult to maintain

SERVICE OFFERING

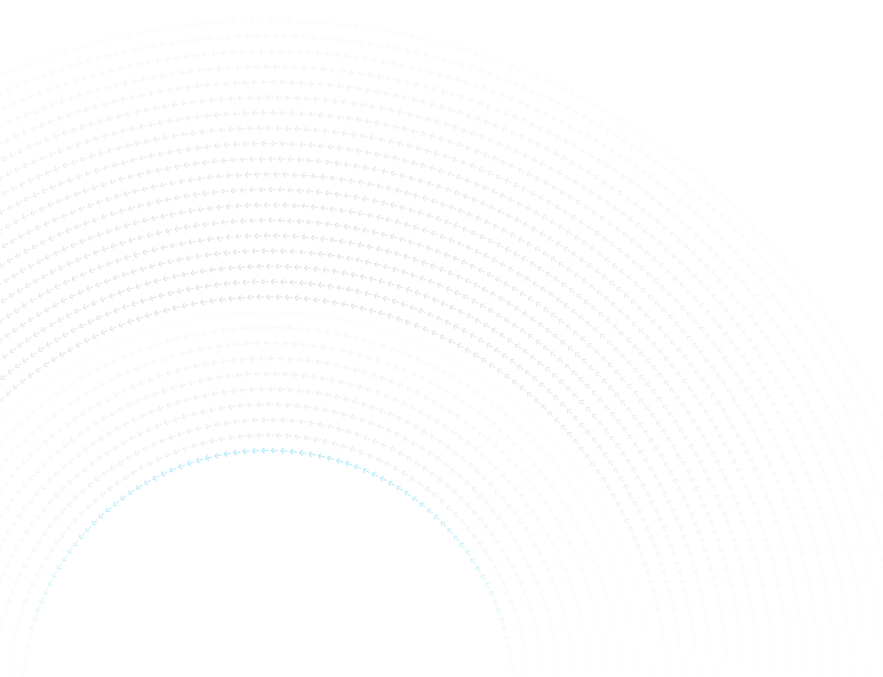
- Review Client’s fraud performance goals
- Review current ruleset
- Rule performance analysis to identify overlapping and non-performant rules
- Review rule performance against model scores
- Analyse missed frauds and provide recommendations for rules to increase detection

BENEFITS

- Improved performance meeting the Client’s risk appetite
 - » Higher detection rates
 - » Lower false positive rates
 - » Reduced alert volumes
 - » Customer impact minimised
- More efficient and compact ruleset

DURATION

- Essentials: ~ 4 weeks
- T2/T3 Organizations: ~ 8 weeks
- T1 Organizations: Per customer basis



Operational Efficiency Services

DRIVERS

- Alert backlogs or operational inefficiencies
- Manual processes and work-arounds utilized to complete investigation processes
- Inefficient workflows leading to increased handle time
- Use of external systems to gather data to complete reviews
- Out of date processes and procedures
- Staff turnover or lack of training
- Challenges in completing regulatory reporting in a timely manner

SERVICE OFFERING

- Collaborative assessment of AML program to identify specific areas for operational improvement
- Tailored evaluation of the impact on operational efficiency
- Optimization of resources and elimination of redundant processes contributing to overall cost reduction
- Regular reviews and adjustments to optimize operational processes over time
- Redesign key performance indicators (KPIs) and reporting to demonstrate tangible improvements and value realization

BENEFITS

- Optimal use-cost efficiencies through targeted operational improvements
- Streamlined processes and efficient workflows contributing to a positive work environment
- Improved governance through robust reporting
- Improved quality due to more efficient review process allowing more time for review
- Reduction in use of staff augmentation to manage alert and case volumes
- Manage unforeseen changes in the industry impacting production

DURATION

- **Phase I**
 - › 6-8 weeks
- **Phase II**
 - › 24 - 52 weeks
- **Phase III**
 - › 52 weeks

Operational Benchmarking Service

DRIVERS

- Slow and cumbersome processes
- Increased cost of compliance
- Unaware of recent industry insights, best practices
- Understand the market and competitors

SERVICE OFFERING

- In-depth analysis of AML operational processes and performance
- Evaluation against industry benchmarks for a comprehensive overview
- Establishment of industry standard key performance indicators (KPIs)
- Metrics to measure and enhance the efficiency of AML efforts
- Personalized reports outlining performance relative to industry benchmark

BENEFITS

- Leverage benchmarking insights for informed decisions enhancing overall operational performance
- Improve effectiveness of the QA Program
- valuable insights that inform strategic decision-making, such as resource allocation and process optimization
- identify areas to improve by comparing performance against industry leaders or best practices

DURATION

- 4 weeks

Technical Assessment

DRIVERS

- Reduction in performance of the solution
- End users experiencing delays in the solution (i.e. running DART reports)
- Impact of upgrade on current customizations
- Production outages/major incidents in the recent past
- Maintenance issues

SERVICE OFFERING

- Workshops designed to review and assess current technology state
- Client report provided including analysis/recommendations
- Services can include the following:
 - › Technical Architecture Review
 - › System Issues Review
 - › System Log Review
 - › Patches Review
 - › Volumetric Review
 - › Database Configuration and Behavior Review
 - › Management of the Actimize Systems
 - › Customization Review
 - › Business Context Review

BENEFITS

- Improved hardware usage
- Reduction in the number of issues post implementation
- Improved usage of the technologies available in the system
- Improved usage of system features and roadmap items removing unnecessary customizations

DURATION

- Essentials: ~ 4 weeks
- T2/T3 Organizations: ~ 8 weeks
- T1 Organizations: Per customer basis

Data Assessment

DRIVERS

- Is the client having data related issues with alert generation and investigation?
- How is the client governing their data?
- Did the client change their business model recently without updating their data inputs?
- Does the client understand Actimize data requirements and attributes?

SERVICE OFFERING

- Service includes review of documentation, analysis of data and workshops
 - » Data Requirements Review
 - » Data Feeds Review
 - » Data Validation and Gap Analysis (Current Data)
 - » Data Controls/Governance Review
 - » Gap analysis between client data and data requirements
 - » Recommendations on data control enhancements
- Report delivered with findings and recommendations

BENEFITS

- Improved alert quality – garbage in garbage out, by improving the data that the Actimize solution utilizes the alerts generated will be of higher quality
- Reduced investigation times
- More reliable reports and data for analysis
- Earlier identification of data issues which can impact solution performance

DURATION

- Essentials: ~ 4 weeks
- T2/T3 Organizations: ~ 8 weeks
- T1 Organizations: Per customer basis

Employee Capabilities Assessment

DRIVERS

- Business users not utilizing all functions/ capabilities of the solution
- Need to understand any gaps that may exist with current staff skills level
- Encountered challenges in previous implementations due to staff limitations
- Need to ensure resources have the industry level knowledge required for the role

SERVICE OFFERING

- Perform a skills and capability review of a client's internal framework to understand the client's ability to manage new licenses/upgrades
- Perform a training needs assessment designed for the client, whether it be on-demand training for the more experienced level person/group or instructor-led training for groups that need more baseline such as AIS, ActOne training
- Prepare a plan based on three phased approach including:
 - » Skills Level Assessment
 - » Instructor-Led Training
 - » Mentoring Partnership

BENEFITS

- Improved understanding of skills level in relation solution implementation and deployment
- Improved understanding of capability level for implementation and deployment of Actimize solutions
- Improved knowledge allowing client to complete training based on own need and schedule with access to a cloud training environment
- Improved knowledge with formal course curriculum offered by Actimize personnel
- Increased return on investment through shortened implementation timeframe and reduction in data issues

DURATION

- Essentials: 4 – 6 weeks
- T2/T3 Organizations: 6 – 8 weeks
- T1 Organizations: Per customer basis

Merger and Acquisition Advisory Services

DRIVERS

- Client has acquired another Bank or portfolio and needs to migrate those customers to their Actimize solution(s) while minimising the impact on both current customers and those acquired from the other Bank
- Client needs to understand the financial crime risk associated with the acquired portfolio and adapt strategies to mitigate that risk
- Client needs to resize their solution(s) to accommodate the additional transaction volumes

SERVICE OFFERING

- Discovery session to understand Client’s overall migration strategy
- Assessment conducted to understand impact to the usage of the Actimize solution(s)
 - » Strategy
 - » Personnel
 - » Solution
 - » Operations
 - » Technology
- Report delivered containing recommendations including possible further assessments based on standalone offerings, e.g. Strategy/Operations Assessment

BENEFITS

- Mitigation of risk and impact associated with migrating another Bank’s portfolio onto the Client’s solution
- Understanding of the impacts on the Actimize solution and having recommendations to resolve them
- Impact on the Client’s strategies, operations and customers (old and new) minimized

DURATION

- Dependent on scope – Ask Ian how we can quantify this more accurately

Target Operating Model (TOM) Advisory Services

DRIVERS

- Is the client is experiencing core issues with their compliance program?
- Has the client received a cease and desist or other regulatory action?
- Has the client recently purchased or merged with another organization that has completely new lines of business?

SERVICE OFFERING

- Determine the client’s five pillars needs, including:
 - » Vision & Strategy
 - » Governance
 - » Process
 - » People
 - » Technology
- Risk rate and score the client’s risks and current mitigation for each pillar
- Determine what improvements can be made for each pillar
- Reorganize and document new TOM encapsulating all the pillars

BENEFITS

- This brownfield approach takes the client’s current state and elevates it to incorporate new risks and better operational processes
- The client will be able to streamline their organizational capabilities by reassessing their needs
- Building a target operating model can help alleviate regulatory scrutiny by showing the client’s commitment to improving their processes and structures


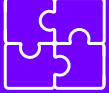

DURATION

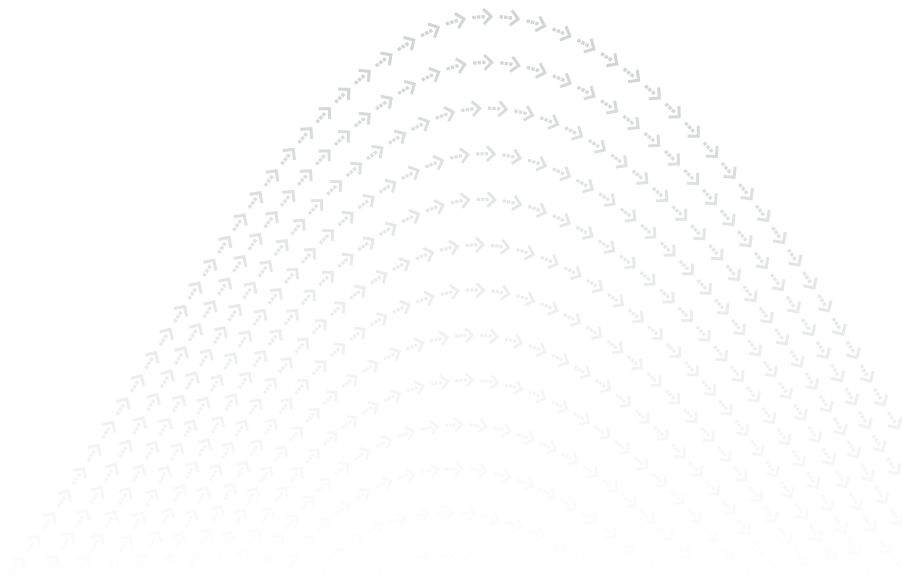
- Dependent on scope – update on based on tier

Specialist Services and Solutions

In addition to our prescribed services, eCAP can also offer specialist services and solutions to our Clients to address specific requirements.

Specialist Solutions

<p>Specialist Solutions </p>	<ul style="list-style-type: none"> • Merchant Monitoring • Application Fraud
<p>Proof of Concept </p>	<ul style="list-style-type: none"> • Insurance Fraud • Robotic Process Automation
<p>Specialist Services </p>	<ul style="list-style-type: none"> • Value Detection Rate Optimization



Custom Solution Case Study: Application Fraud Prevention

The Problem...

A European Tier 1 FI introduced an application loan product which had a real time branch cash out option.

This product was targeted by first party fraudsters and identity theft fraudsters.

The Solution...

Partnering with Actimize, the bank transformed its batch based fraud detection system into a consolidated real time fraud detecting solution.

Solution introduced real time list matching, real time fuzzy matching, real time location-based logic, and real time entity matching analytics.

The Outcome...

Within one-year, **real time fraud dropped by 50%**, and web fraud had also dropped massively

Operational efficiency has increased by 20%, as the investigators has a **more** consolidated view of data, and streamlined workflow

FI able to offer more products securely and **expand their business**



Able to **react faster** to new fraud trends

Ongoing Advisory Services

Ongoing Advisory Services – Business

 DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • How do we most effectively utilize our Actimize solution? • How can we use our Actimize solution to keep on top of regulatory requirements/fraud trends? • What best practices can Actimize recommend to improve our usage of our solution? 	<ul style="list-style-type: none"> • Regular calls held with Actimize Consultants/ SMEs (weekly, bi-weekly or monthly) • Topics include: <ul style="list-style-type: none"> › Best practice use of the Actimize solution › Assistance in writing Policy Manager rules › Industry trends • Duration of 6 to 12 months with option to renew 	<ul style="list-style-type: none"> • Enhanced solution utilization – the client gets the most from the software they are paying for • Decreased operational costs – by optimizing the client’s use of Actimize, the client can streamline their operations • Improved detection – the deeper the understanding of the software’s capabilities, the better the ability to mitigate financial crime

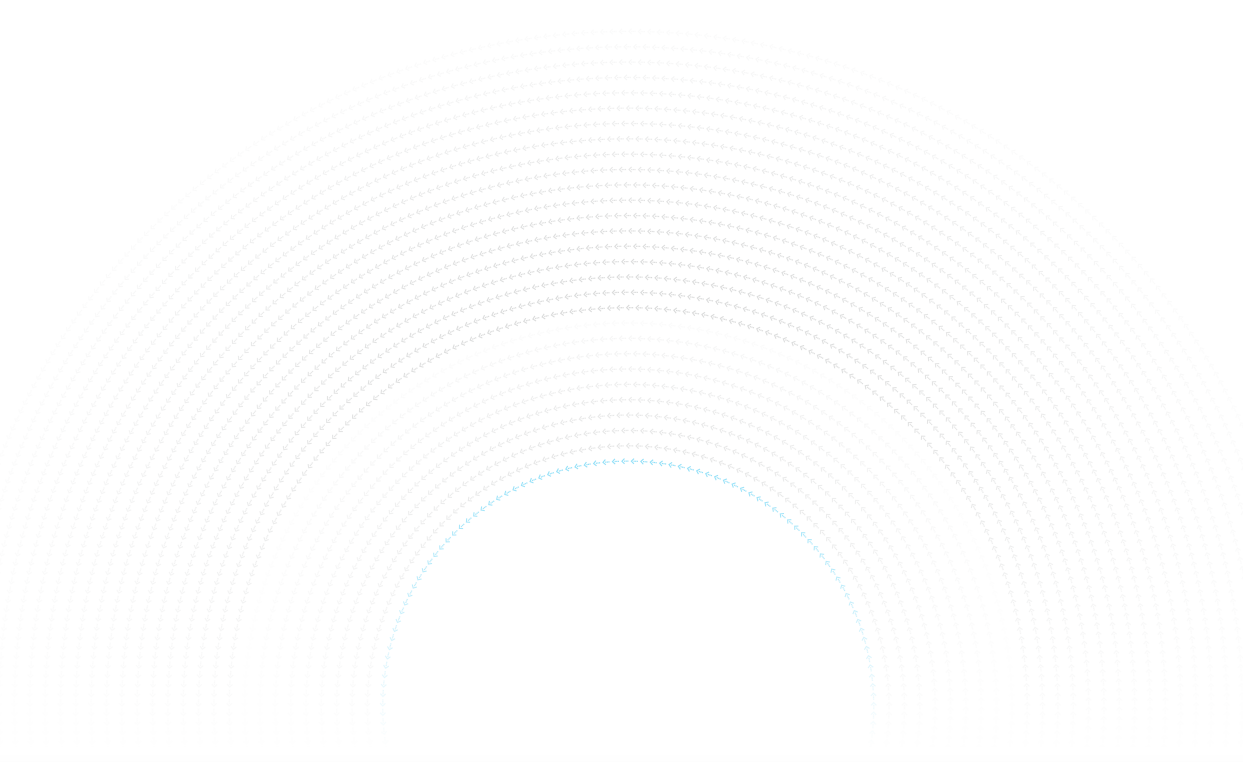
Ongoing Advisory Services – Technical

DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • How can we migrate our solution to the Cloud? • How can we improve system performance/ stability? • What are the best practices when designing environments? • How can we address the expected increase in transaction volumes? 	<ul style="list-style-type: none"> • Regular calls held with Actimize Consultants/ SMEs (weekly, bi-weekly or monthly) • Topics typically include: <ul style="list-style-type: none"> › Solution performance › Support for Cloud › System resilience • Duration of 6 to 12 months with option to renew 	<ul style="list-style-type: none"> • Ensuring a good, robust infrastructure allowing... <ul style="list-style-type: none"> › Faster and more resilient deployments, reducing the Time To Value (TTV) and Total Cost of Ownership (TCO) › Reduction in production incidents • Access to Actimize technical experts for advice and best practice for topics such as DB performance, Cloud, etc.

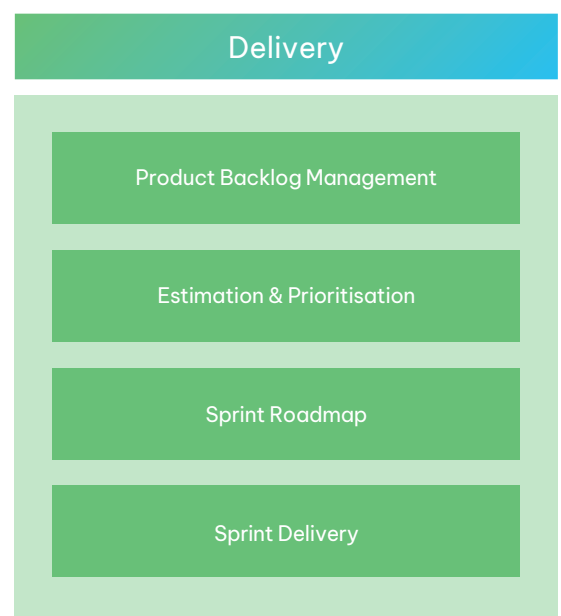
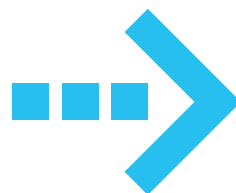
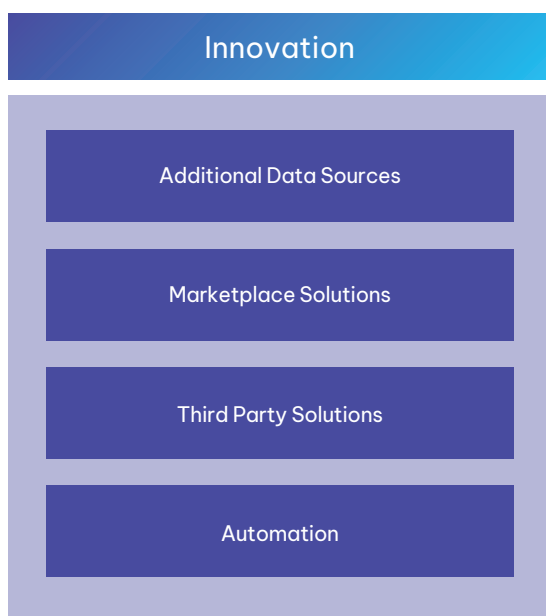
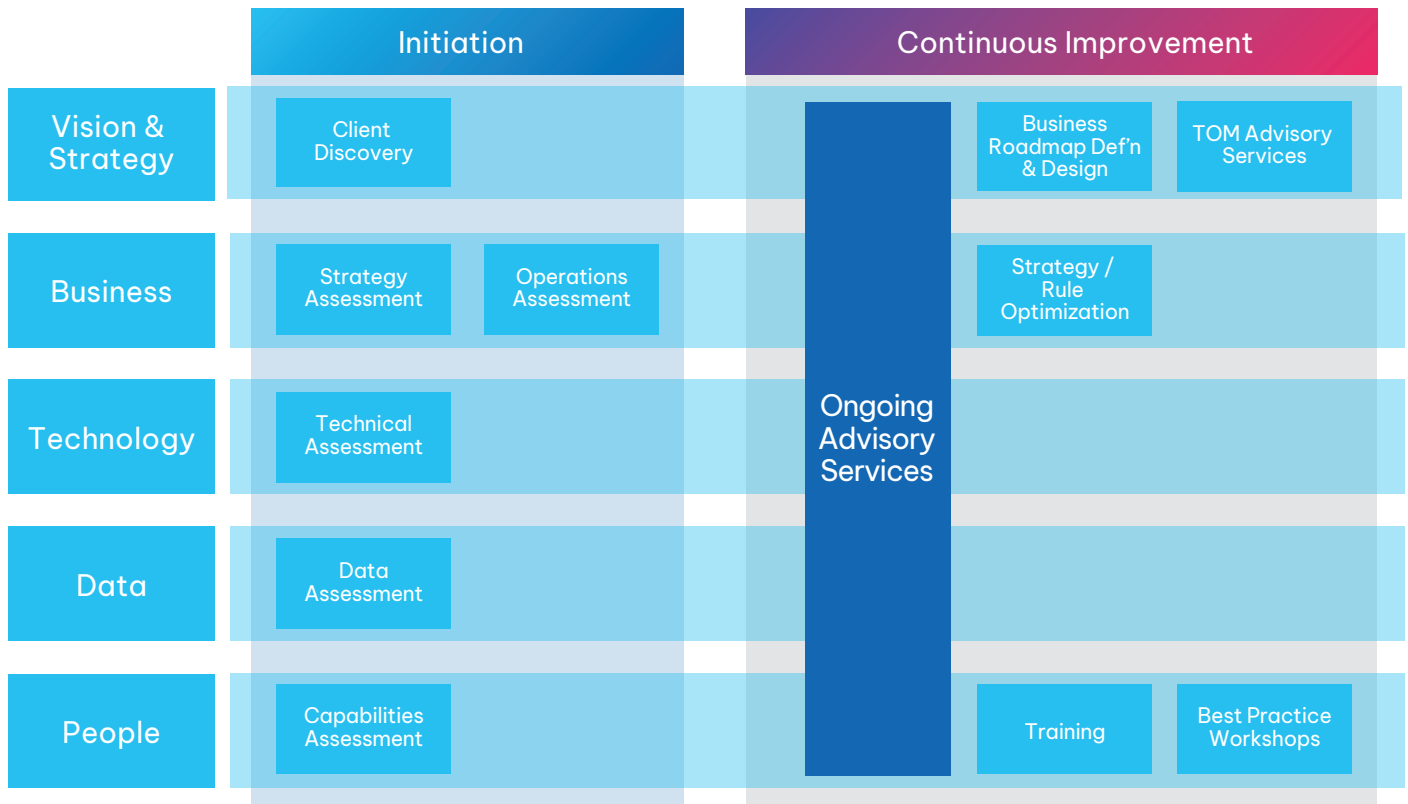
→ Strategic Partnership

Ongoing Advisory Services – Technical

 DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • How can we most effectively implement our roadmap? • How can we reduce the cost of our financial crime program? • How can we use Actimize’s solution and domain expertise to improve our capabilities? • How do we address regulatory change? 	<ul style="list-style-type: none"> • A comprehensive partnership between the Client and Actimize • Starts with an initial assessment across Business, Technology, Data and People tracks using standalone services described in this catalogue • Continues with a program of continuous improvement and delivery 	<ul style="list-style-type: none"> • Reduction in TCO • Faster reaction to regulatory changes • Ability to maximize ROI in the Actimize solution






Strategic Partnership






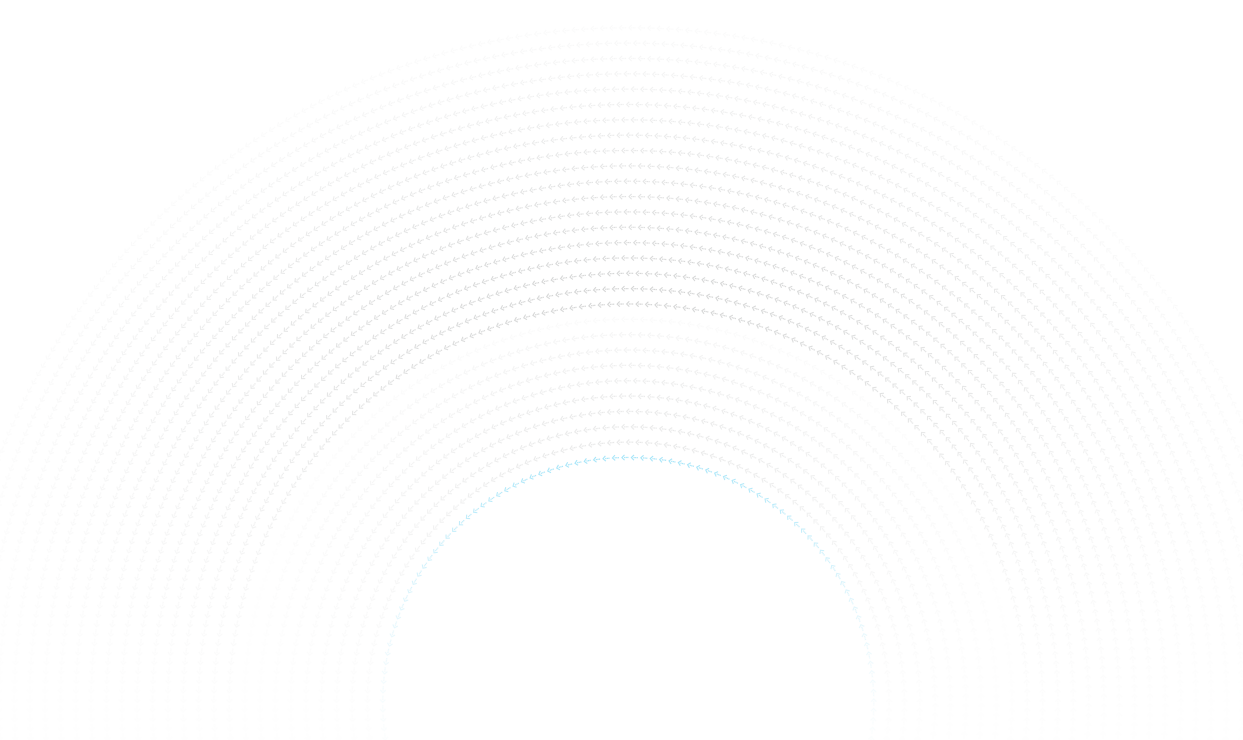
Delivery Support Services

Client Discovery & Business Roadmap Definition

 DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • I need to define my business requirements and to plan their implementation • I need to understand the full capabilities of the Actimize solution and how it can be used to address our objectives and challenges • I need a roadmap to help my organization meet our objectives in the most efficient way possible 	<ul style="list-style-type: none"> • Discovery Workshops conducted to understand Client’s objectives, challenges and future plans • Solutions Capabilities Workshop held to give the Client a deeper understanding of the solution and how they can use it to address their objectives and challenges • Working with the Client, Actimize will create a Business Requirements Document and Impact Assessment • Requirements are then prioritized, and a roadmap defined • Duration is dependent on scope 	<ul style="list-style-type: none"> • Allows earlier engagement in a project between the Client and Actimize • Actimize can help the Client to implement the solution in the most efficient manner possible • Resulting solution likely to be higher quality and to address the Client’s objectives and challenges

Cloud Migration Advisory

 DRIVERS	 SERVICE OVERVIEW	 BENEFITS
<ul style="list-style-type: none"> • Is there anything I had not accounted for in the planning or execution? • Am I following best practices? • What are the pitfalls I need to beware of? 	<ul style="list-style-type: none"> • Regular calls held with Actimize Consultants/ SMEs (weekly, bi-weekly or monthly) • Topics typically include: <ul style="list-style-type: none"> » Cloud migration planning and review » Cloud Architecture and infrastructure advisory » Technical cloud TOM Advisory » Cloud data strategy, governance, and security advisory • Duration will depend on services required 	<ul style="list-style-type: none"> • Ensuring a good, robust cloud project planning and infrastructure design allowing: <ul style="list-style-type: none"> » Faster deployments reducing the Time To Value (TTV) and Total Cost of Ownership (TCO) of the cloud migration » More resilient deployments based on best practices reducing future production incidents • Access to Actimize expertise and experience with cloud deployment globally and on multiple platforms



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About NICE Actimize

NICE Actimize is the largest and broadest provider of financial crime, risk and compliance solutions for regional and global financial institutions, as well as government regulators. Consistently ranked as number one in the space, NICE Actimize experts apply innovative technology to protect institutions and safeguard consumers' and investors' assets by identifying financial crime, preventing fraud and providing regulatory compliance. The company provides real-time, cross-channel fraud prevention, anti-money laundering detection, and trading surveillance solutions that address such concerns as payment fraud, cybercrime, sanctions monitoring, market abuse, customer due diligence and insider trading.

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