

# Future-proof your **compliance** services



# AML | KYC | Reporting & Analytics

## Robotic Process Automation | Analytics | Machine Learning

The compliance industry is increasingly becoming vibrant and complex. Thanks to several reasons such as fluctuating regulations, data breaches, high financial crime compliance, and mounting cybersecurity threats. HCL Digital Process Operations (DPO) compliance services ideapreneurs deliver enhanced solutions to combat financial crime for organizations to stay responsive and competitive. We offer best-in-class customer centricity, strengthen compliance services, and deliver leading-edge user experiences.

## HCL DPO compliance services

HCL Digital Process Operations help financial services firms strengthen productivity and operational resilience, improve regulatory experiences, resolve challenges, re-imagine and transform their business through technology-led innovation. Our deep-domain compliance industry expertise, customer-centricity, and entrepreneurial culture of ideapreneurship™ enables businesses transform to next-gen enterprises.

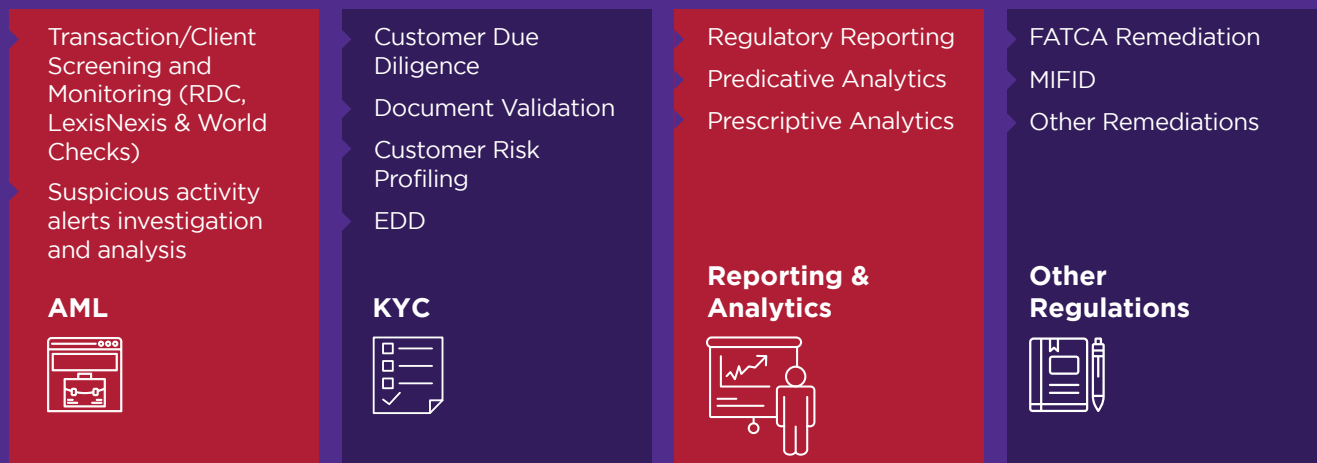


Figure 1 - Compliance services landscape

## HCL Compliance Services advantage: Strengthening operational resilience

- **Leading Europe-based global investment bank**  
Complex institutional KYC for a large European multi-national bank across new client acquisition, remediation, periodic review, and screening. Support provided across locations within and outside India
- **British bank with substantial Asia presence**  
AML transaction monitoring, transaction screening, names screening, and client outreach across jurisdictions and product lines for a large UK-based bank with substantial presence in Asia
- **Large British Bank**  
Institutional KYC remediation for a British multi-national bank supported in Poland to meet the bank's resource requirement
- **Large US-based Bank**  
Institutional KYC and standardisation of KYC procedures across jurisdictions for a large US-based, multi-national bank supported at client location in Singapore
- **Leading UK Life and Pension Company**  
AML transaction monitoring across level 1, 2 and 3 including interfacing with government authorities in the UK for a leading UK life insurance and pension company
- **Leading European Bank**  
KYC quality check and assurance functions for one of the big four Irish banks; setting up remediation CoE for the bank
- **Largest Retail and Commercial Bank in Australia**  
KYC uplift program for institutional banking and market client group



### Rapidly Respond to Change

Running existing KY/AML processes & ability to hire at scale gives clients the leverage to enhance compliance & deliver savings



### Partnerships & Credentials

Proven Credentials & Partnerships giving HCL the ability to partner with Banks across operations and system requirements



### Eye to the Future

Reimagining Processes with an objective to influence business outcomes by having end-to-end ownership of client onboarding



### Cognitive & AI led Optimization

RPA & EXACTO™ for a symbiotic relationship across machines and humans in Bank's KYC/AML landscape

Figure 2- Our value proposition

## Case Study - KYC Remediation for a Global Investment Bank



### Client requirements

- Regulatory demand for common framework to bring consistency in KYC process despite geography specific regulations
- Provider readiness to deliver services across India and Poland
- Strictly manage quality and accuracy of files during the KYC reviews



### Solution

- Introduced Toyota Cell Concept to ensure better productivity and quality
- Onshore, nearshore and offshore delivery model
- Ramped up to 150 FTE within six weeks
- Provided two-level quality check to ensure accuracy of KYC audits
- Enabled rapid completion of KYC audit for periodic and historic reviews
- Completed files with CDD screening, MIFID categorizations results, and communicated the risk findings to client



### Benefit realized

- Technology-enabled process that helped reduce operational cost by 60%
- 94% improvement in the Average Handling Time (AHT)
- Error-free delivery through six-eye quality check
- Golden source of customer data (upstream and downstream) for easy scalability

To know more visit

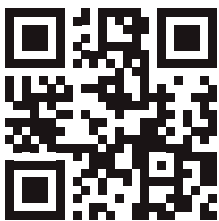
<https://www.hcltech.com/digital-process-operations/banking-financial-services-industry-bfsi>

Or Write to us at [Digital Process Operations Marketing](#)



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.



[www.hcltech.com](http://www.hcltech.com)

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2020, HCL has a consolidated revenue of US\$ 10 billion and its 159,682 ideapreneurs operate out of 50 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)