



salesforce

KYC Managed Services

Onboarding, periodic review and remediation powered by Salesforce

Financial crime continues to challenge the most mature of organisations, with time consuming, manual processes and high headcount, increasing the cost of maintaining compliance.

KYC activity is complex and time consuming, often managed by resource heavy middle and back office functions without connectivity to sales and customer relationship management systems. This can result in:

- Lack of automation meaning high numbers of FTE and time spent on customer due diligence
- Legacy technology lacking omni-channel capability for customer interaction
- Inefficient processes with complicated hand offs and hand ins across teams, resulting in customer outreach looping and long times in case completions and a poor customer experience
- Disparate data and systems which fail to establish a 360 view of the customer
- Increasing risk of fraud
- Expensive data subscriptions requiring continuous maintenance
- Complex policy rules and decisioning
- Manually intensive screening and identity verification processes

How can KPMG help?

Organisations are looking for alternative delivery models to increase efficiency and implement a more automated approach to drive down costs.

KPMG has combined its expertise in Customer Due Diligence, technology and operational service delivery to create an end to end KYC solution for onboarding, remediation and periodic review with automation at its core.

The Managed Service takes on, transforms and runs a client's KYC operation, embedding Regulatory and AML subject matter experts to drive quality in the operation, with high right-first-time outcomes. KPMG currently runs large-scale outsourced KYC operations for leading FS firms.

Best-in-class and innovative cloud-based platform

The KYC Salesforce workflow tool is at the heart of the operation, incorporating customer contact centre functionality, ID&V and 3rd party data aggregators and screening tools to drive efficiency through automation, reducing headcount requirements and cost.

Salesforce is fast to deploy, rapidly scalable and once configured with client policy, takes 6-10 weeks to set up. This is underpinned by an excellent customer experience through an integrated self-serve Customer KYC Portal for customers to upload documentation which is immediately flagged to the KYC Analyst and reviewed all in one place.

Benefits of the KYC Managed Services solution powered by Salesforce

KYC Customer Portal feeds straight into Salesforce

Rapid mobilisation of operations and technology

Typical headcount reduction of 25-40%

Instantaneous screening with 3rd party tools

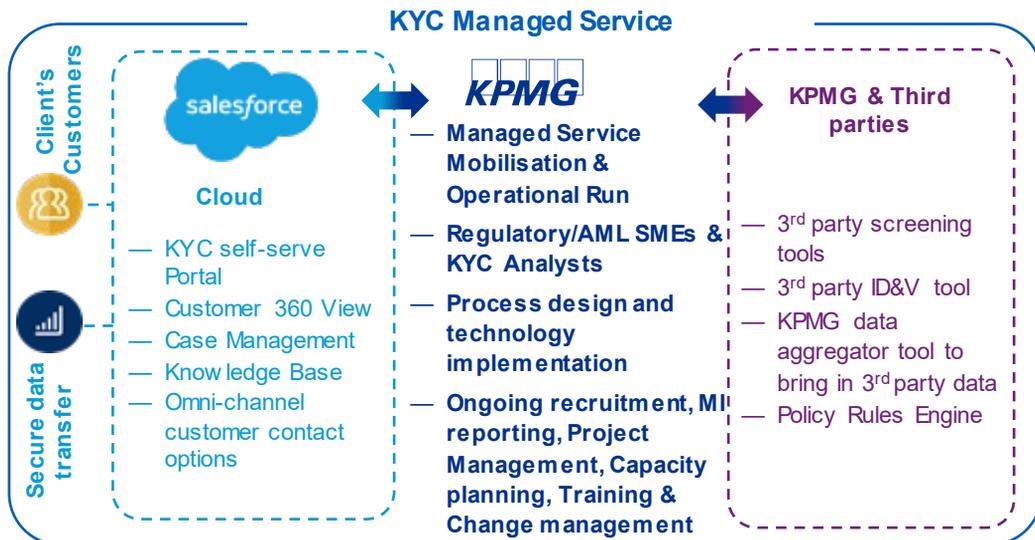
Omni-channel customer contact functionality

AML/CDD Subject Matter Expertise

The advantage of KPMG's KYC Managed Service is:

- **Speed of set up:**
Our proven methodology allows for a rapid build and mobilisation period, with operations live in 4 weeks and Salesforce tool live within 6-10 weeks. Ongoing support for easy maintenance.
- **Simplicity:**
An out-of-the-box solution with KYC specific functionality, pre-populated regulatory policy templates and knowledge articles, workflow and data components.
- **Flexible, configurable to you:**
Onboarding, remediation and periodic review modules plus a robust QA/QC framework and ability to extract MI, plus real-time cross-channel visibility in a supervisor console to support decision making.
- **Excellent customer experience:**
Omni-channel service agent console and Service Cloud Voice provide fully-integrated telephony and live agent/web chat for referrals and general queries and call centre capabilities i.e call recording and transcripts that can be dropped straight into case notes.
- **Integrates with 3rd parties:**
Seamless, real-time ID&V, D&B Hoovers, and KPMG third party data aggregator to initiate screening checks, perform CDD including adverse media searches.
- **Cost efficient delivery model:**
Leveraging 6 global delivery centres to offer a cost effective delivery model that can be scaled.
- **Quality outcomes:**
AML subject matter experts embedded from day 1 to drive quality across our KYC operations ensures we deliver compliant files to you with no rework.
- **End to end integration:**
The customer-facing KYC Portal connects straight to workflow, with instantaneous screening results, approvals from the business built in and pop ups to confirm completed of the CDD review. Services are seamless and all data is stored in one place for one view of the customer.
- **Policy rules engine embedded:**
The rules engine takes complex KYC policy across multiple jurisdictions and determines the right set of questions to be asked based on the customer type limiting misinterpretation and human error.

Technology enabled KYC compliance



@ Speak to the team

KPMG can support you in streamlining your KYC/CDD operations. To arrange a demo of the KYC solution and to discuss how a KYC managed service might work for your organisation, please get in touch.

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