Investigation and collaboration functions are critical for a successful financial crimes and compliance management program. A comprehensive enterprise case management solution is a key element of an institution’s efforts to manage compliance and address risk. Case management for financial crime and compliance at the enterprise level offers institutions a platform to address their business specific investigation requirements without sacrificing information integration goals. Compliance functions like anti-money laundering (AML), fraud, know your customer (KYC), and sanctions filtering demand a robust investigation process where trained analysts and investigators can confirm or reject the findings of these automated systems. Therefore, today’s financial institutions require effective and efficient investigations to manage risk and compliance without incurring high operational costs. An enterprise case management approach that offers efficiency without sacrificing decision-making accuracies is critical for controlling risk and managing compliance demands.

Oracle Financial Services Enterprise Case Management is a sophisticated investigation and collaboration platform, complementing the Oracle Financial Services Financial Crime and Compliance Management family of applications.

**Single Platform for Diverse Investigation Needs**

In this age of countering risk and regulatory compliance, institutions cannot afford to take a myopic approach to their investigation activities. Additionally, leveraging various investigative applications from different vendors adds to the cost and complexity of information sharing between functional business units and their preferred applications.

The interrelation between the different streams of financial crime and compliance management systems demands a comprehensive cross channel investigation program. Today, financial institutions are demanding a case management function that meets their varied investigative requirements while reducing operational costs and driving productivity. These circumstances demand an enterprise case management offering that:

- Drives operational efficiency and complies with regulations across all related systems
- Offers standard investigation best practices that can be followed across different risk and compliance channels
- Allows case management to serve as an information “hub” for risk and compliance related activities across the enterprise
RELATED PRODUCTS

ORACLE FINANCIAL SERVICES
FINANCIAL CRIME AND COMPLIANCE
SOLUTIONS ARE PART OF A UNIFIED
FAMILY OF APPLICATIONS OFFERED
BY ORACLE FINANCIAL SERVICES
SOFTWARE.

- Oracle Financial Services Anti-Money Laundering
- Oracle Financial Services Fraud
- Oracle Financial Services Trading Compliance
- Oracle Financial Services Broker Compliance
- Oracle Financial Services Know Your Customer
- Oracle Financial Services Operational Risk
- Oracle Adaptive Access Manager
- Oracle Complex Event Processor

Figure 1: Oracle Financial Services Enterprise Case Management

Oracle Financial Services Enterprise Case Management offers financial institutions a single enterprise-wide case management platform that meets the diverse demands of their business specific investigation functions. Financial institutions can leverage their existing financial crime detection and prevention investments to deploy business specific investigation processes without compromising information integration goals and the resulting benefits. Organizations now have the ability to automatically share channel-specific intelligence to collaborate with analysts across all financial crime units throughout the enterprise.

Standards Based Information Exchange Format

While financial institutions have invested millions of dollars in case management tools, the resulting operational benefits and business process efficiency gains have been evasive. The primary reason for the low return on investment is the lack of information integration across existing third-party systems with much information left to be tracked outside the investigation process. This reduces the effectiveness of the case management tool, making it a mere repository of investigations.

Furthermore, decisions made or actions taken inside a case management solution are often of importance within the original, external source systems; therefore, an information feedback loop from case management back to these systems is also critical.

Oracle Financial Services Enterprise Case Management helps financial institutions easily maintain and share individual alerts and cases across all financial crime and compliance systems with standardized information exchange formats. Analysts and investigators can now make quicker decisions by analyzing integrated data and intelligence and can automatically exchange and share information with other lines of business, law enforcements agencies, and regulators.

The information exchange capability offers:

- Standard information formats for importing and exporting key information elements
- The ability to configure workflows and streamline processes to improve investigation productivity
- Automate information integration to improve efficiency and improve accuracy of the investigation
- Integrated information stored in a structured format for ease of access and downstream analytics
Figure 2: Oracle Financial Services Enterprise Case Management – Case Details

**Analyze and Investigate Appropriate Information for Accurate Decision Making**

Understanding the linkages across all functional silo’s and financial crime channels is a powerful and crucial need for decision makers. Lack of correlated information and unexposed networks has a negative impact on the productivity of investigators and the overall effectiveness of a risk and compliance program.

Oracle Financial Services Enterprise Case Management enables business users to gain context from investigations across all channels through intelligent, automatic, and configurable correlation and prioritization. Network visualization further supplements this by identifying hidden, high-interest network patterns across multiple channels and business lines. Oracle Financial Services Enterprise Case Management allows financial institutions to actively manage risk with a 360° view of all financial crime investigation data.

**Productivity Tools to Realize End-User Efficiencies**

Institutions are expected to continually improve their financial crime and compliance management programs while keeping costs under control. However, they must be judicious when facing cost cutting efforts to not compromise the effectiveness in mitigating risks and maintain compliance with existing and emerging regulations. Availability of effective timesaving productivity tools is instrumental in meeting more aggressive analysis, investigation and reporting SLAs while lowering operational costs.

Oracle Financial Services Enterprise Case Management helps investigative units maintain high productivity levels through:

- Information export/import capabilities so that information can be exchanged with other lines of businesses, law enforcement agencies and other non-registered users of the application
- Information communication functions such as e-mail for sending and receiving information within the context of the ongoing investigation
- Support for bulk actions and edits to save time
- Automating the workflow transitions and reducing time to investigate and analyze
- Support for supervisory review and managerial approvals to ensure accurate and timely decision making
- Built-in quality control process flows to keep track of investigation quality and business process adherence
"Future-Proof" Your Compliance Investment

Oracle Financial Services Enterprise Case Management operates within the Oracle Financial Services Analytical Applications (OFSA) for Financial Crime and Compliance Management, the first comprehensive set of applications to meet the particular needs of the financial services community. This family comprises of Oracle’s best-in-class Oracle Financial Services risk and compliance behavior detection applications for Anti-Money Laundering, Fraud, Know Your Customer, and Trading and Broker Compliance. OFSA for Financial Crime and Compliance Management provides end-to-end applications that leverage a robust data model and comprehensive dashboard capabilities to deliver a single transparent, holistic view of all financial crime and compliance related activities across the enterprise.

Oracle Financial Services helps you to identify operational inefficiencies that increase noncompliance risks and overall compliance costs.

The unified Oracle Financial Services Financial Crime and Compliance family of applications helps you tackle today's tactical risk and compliance problems while future-proofing compliance spend across regulatory mandates. By establishing a strategy to address future risk and compliance initiatives, you can respond to changing business and regulatory conditions while leveraging existing business, functional, and technology components thereby improving the consistency and effectiveness of your data, increasing your business performance, improving your time to production and strengthening your competitive advantage: all while controlling your overall compliance costs.

About Oracle Financial Services Analytical Applications

Oracle Financial Services Enterprise Case Management is part of the Oracle Financial Services Analytical Applications family of solutions for the global financial services industry.

Oracle Financial Services Analytical Applications are built upon a commonly available analytical infrastructure consisting of a unified financial services data model, analytical computations and the industry-leading Oracle Business Intelligence platform.

Oracle Financial Services Analytical Applications include award-winning solutions for Enterprise Risk Management; Financial Crime & Compliance Management (FCCM); Enterprise Performance Management (EPM); and Customer Insight for financial services.

Contact Us

For more information about Oracle Financial Services Enterprise Case Management, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.