

# Oracle Financial Services Enterprise Case Management

Efficient investigation and collaboration functions are critical for a successful financial crime and compliance management program. Compliance functions like anti-money laundering, fraud, know your customer, and sanctions filtering demand a robust investigation process where trained analysts and investigators can quickly review findings and make decisions. A comprehensive enterprise case management solution that allows individuals to see across all compliance functions and understand relationships is a key element to increasing team efficiency and reducing the time spent reviewing inconsequential events. An enterprise case management approach that offers efficiency and accuracy is critical for controlling risk and managing compliance demands.

In this age of countering risk and regulatory compliance, institutions cannot afford to take a myopic approach to their investigation activities. 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. Thus financial institutions need 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

## A single platform for diverse investigation needs

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. When installed with other Oracle Financial Crime and Compliance Management (FCCM) applications, it is preconfigured and integrated out-of-the-box, ready to support a broad set of compliance investigations, such as anti-money laundering, fraud, know your customer, customer screening, and FATCA. As a

### Key benefits

- Achieve visibility across channels and jurisdictions, leading to comprehensive investigation capabilities
- Reduce operational costs and drive productivity
- Address financial crimes and ensure compliance with regulations without increasing cost and compromising the required diligence

### Key features

- External alert ingestion
- Out-of-the-box configuration for multiple behavior types
- Event correlation and network analysis
- Configurable workflows
- Audit and monitoring functions
- Productivity tools including export, email, and printing capabilities
- Regulatory reporting and filing integration

standalone solution, customers can configure the application to support any of the operational workflows that sit at the boundaries of financial compliance. Oracle Financial Services Enterprise Case Management also supports ingestion of events and entity data from disparate detection systems into a common landing area. This enables the solution to be the client's central repository of all financial crime events, supporting customers who want to use Oracle Financial Services Enterprise Case Management on top of their current, non-FCCM behavior detection engines.

Financial institutions can leverage their existing financial crime detection and prevention investments to deploy business-specific investigation processes without compromising information integration goals or being subject to increased regulatory review.

## Event correlation and discovery of relationships and networks

With the increase in regulatory oversight and financial products, the number of events that compliance teams are required to review has only increased. In the past, the only way to stay on top of this was for firms to hire additional resources. Combined with the large number of false positive events, this model is no longer sustainable. Being able to understand the linkages across all functional silos and financial crime channels is a powerful and crucial need for decision makers. If relationships can be immediately determined, the investigation process can focus on more relevant events. By correlating information and exposing networks, the productivity of investigators and the overall effectiveness of a risk and compliance program increases.

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. By using complex logic to group similar events into a case, firms spend less time sifting through a large number of alerts and more time focusing on cases that have been determined to be of concern. This process examines events and entities associated with those alerts, scoring them individually and as part of a correlated network to determine if and when they should be promoted to a case. If this determination is made, the case is then assigned to an investigator based on configured rules and criteria.

## Configurability to quickly respond to market needs

Institutions must continually improve their financial crime and compliance management programs. The ability to respond to operational and regulatory needs while keeping costs under control is critical to the success of compliance departments. A self-sufficient team, not weighted down by the project budget approval processes, will find it has more autonomy and control over how it deploys limited resources.

Oracle Financial Services Enterprise Case Management helps investigative units maintain responsiveness through:

- The business-facing Case Designer tool allows for the definition of case types. While common case type definitions for anti-money laundering, know your customer, customer screening and fraud are provided out-of-

## Related products

- Oracle Financial Services Anti Money Laundering
- Oracle Financial Services Enterprise Fraud Management
- Oracle Financial Services Trading Compliance
- Oracle Financial Services Broker Compliance
- Oracle Financial Services Know Your Customer
- Oracle Financial Services Foreign Account Tax Compliance Act (FATCA) Management
- Oracle Financial Services Compliance Regulatory Reporting
- Oracle Financial Services Customer Screening

the-box, firms can modify those or create their own through Oracle Financial Services Enterprise Case Management. They can control such items as the attributes they associate with a case, the business data tabs seen when in a case, and the workflow used for each case type.

- Integration with Oracle Financial Services Analytical Applications Infrastructure's Process Modeling Framework provides greater control over case workflows. A graphical user interface leads users through the process of designing a workflow to meet each case type's unique operational process flow. User initiated actions with resulting statuses can be defined as well as allow for triggering of APIs, SQL and Java code. Firms can choose from out-of-the-box workflows, modify those, or create their own workflow. Workflows can be associated to individual case types through the Case Designer Tool, allowing banks to have distinct investigation processes per case type.

### **“Future-proof” your compliance investment**

Oracle Financial Services Enterprise Case Management operates within the Oracle Financial Services Analytical Applications (OFSAA) suite for Financial Crime and Compliance Management, the first comprehensive set of applications to meet the particular needs of the financial services community. This family is composed of Oracle's best-in-class Oracle Financial Services risk and compliance behavior detection applications for Anti Money Laundering, Customer Screening, Fraud, Know Your Customer, and Trading and Broker Compliance. Oracle 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 Crime and Compliance Management suite of applications helps financial institutions tackle today's tactical risk and compliance problems while future-proofing compliance spent across regulatory mandates. By establishing a strategy to address future risk and compliance initiatives, a financial institution can respond to changing business and regulatory conditions while leveraging existing business, functional, and technology components thereby improving the consistency and effectiveness of data, increasing business performance, improving time to production and strengthening competitive advantage, all while controlling overall compliance costs.

## About Oracle Financial Services Analytical Applications

Oracle Financial Services Analytical Applications bring financial institutions best-of-breed capabilities to proactively manage Financial Crime, Compliance, Risk, Treasury, Finance and the Front Office. The applications are built upon a commonly available analytical infrastructure consisting of a unified financial services data model, analytical computations, a Metadata driven “R” modeling platform, and the industry-leading Oracle Business Intelligence platform.

A single, unified data model and infrastructure provides one version of the analytical “truth” to business users throughout the entire enterprise. This enables financial services institutions to confidently manage performance, governance, risk and compliance. Shared data, metadata, computations and business rules enable institutions to meet emerging business and regulatory requirements with reduced expenses and the unified platform helps financial institutions to leverage existing investments.

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