

DAW SMARAGD

Solution for the involvement of externals in the case management

If a financial institute internally lacks necessary information for the decision-making in respect to a case, SMARAGD DAW (Distributed Alerts Workflow) can help. The system makes it possible to request further information from external contacts, e.g. branches, subsidiaries or intermediaries and transfer them to SMARAGD TCM. The users only need an Internet browser to participate. The installation of a SMARAGD TCM client is not necessary.

MOTIVATION

Banks and insurance companies have to protect themselves against fraud and money laundering. The main goal is crime avoidance and detection. Therefore it is important to always check financial transactions and customers. The system SMARAGD TCM helps do that. If the research that leads to the decision-making process in respect to singular cases cannot be completely made internally, it has to be supported externally.

GOAL

During the decision-making process of a case analysis via external sources might have to be initiated. An efficient extension of the workflow is needed. This makes it possible that a case can also be processed from outside the SMARAGD TCM client and by persons or groups not working for compliance. The control over the case is still in the hands of the compliance department that can interfere to support or correct the proceedings.

SOLUTION

SMARAGD DAW is a solution that enables the analysis and information procurement from outside the compliance department. The information relevant for a case is transmitted to external contacts from SMARAGD TCM. The answer is captured orderly and redirected to the right case at the end without manual interference. An access via SMARAGD TCM client is not needed.

THE TASK

For some tasks within the case management in SMARAGD TCM information has to be retrieved from third persons that normally do not work with that system. The compliance employee can initiate an external re-search and invite contacts outside his department or even the company to participate in the process. The research assignment is thereby handed over to SMARAGD DAW automatically with all information needed. At the same time the desired person or group receive a respective e-mail that asks them to fulfill that task. SMARAGD DAW can be reached externally via a simple online access that is sent out as a link inside an e-mail. After that the authentication process starts that assigns a simplified interface to the user. The interface is pre-defined and custom-made for the task. Data that is captured during this process is sent to the original SMARAGD TCM system to be further processed.

Compliance-Solutions at the highest level



THE POSSIBILITIES

- » SMARAGD DAW allows a documentation of all activities carried out externally inside SMARAGD TCM
- » The activities carried out outside SMARAGD TCM are integrated into it by SMARAGD DAW without media disruptions
- » The users of SMARAGD DAW can carry out their tasks independently and without special training
- » Thanks to immanent authentication mechanisms SMARAGD DAW can be used by a circle of users that is by far larger than the one of SMARAGD TCM

AT ONE GLANCE – SMARAGD DAW

- » Information transfer in the system without disruption
- » Documentation of external processes in the system
- » More security via authentication

START IN SMARAGD TCM

The involvement of third persons with the help of SMARAGD DAW is very simple. The compliance employee enters a certain command within the workflow, states the person that he wants to involve and then creates an order for SMARAGD DAW. The process status for this case changes to „Waiting for answer in SMARAGD DAW“. If desired, the compliance employees have the opportunity to revoke the assignment, e.g. if the external contact does not reply.

PRESENTATION IN SMARAGD DAW

The depiction of a case in SMARAGD DAW is optimized for the usage by persons that do not have to deal with compliance topics or work with SMARAGD TCM regularly. In principle, all information is available, e.g.:

- » General case information, e.g. reference number or process status
- » Transaction details
- » Previous activities inside the case

It can be determined which information is really available in a concrete case for each customer. The display of the fields is reduced to the essential parts. Information on rule violations, if desired at all, are portrayed in a generally understandable manner. Important information that should always be present is the contact information of the compliance employee and the reason why external help is needed in the first place.

WORKING IN SMARAGD DAW

In order to fulfill his task, a user in SMARAGD DAW has the opportunity to capture a text and add documents as attachments to the case. The system can be adjusted so the user in SMARAGD DAW has to carry out a concrete decision GO or STOP additionally. In case that this is not possible „No decision possible“ has to be selected in the checkbox.

Furthermore, the sender has to enter his name and organization into the appropriate fields, unless this data is taken over automatically from the authentication process. The transmission of the data happens after clicking the send button. A copy of the sent information is also forwarded to the e-mail address of the sender. This makes the documentation within the external unit possible.

DATA PROCESSING IN SMARAGD TCM

After sending the data in SMARAGD DAW the information is re-transmitted to SMARAGD TCM and assigned to the respective case. The name of the user is entered and the action is registered as „external analysis“. The decision and comment are shown in the comment field and, if needed, attached to the journal entry. The process status is set to „Answer received“ after the addition of the information.

THE NEW PROCESS STATUS

Two new process status are needed in order to mark the process for all compliance employees of SMARAGD TCM and in order to get a clue for the analysis or filtering of the cases. These status have to be considered within a multitude of functional areas. The two process status are „Waiting for answer in SMARAGD DAW“ (the case is situated with the external unit for research“ or „Answer received“ (after reception of answer by the external unit).

IMPLEMENTATION

During the development of SMARAGD DAW the focus was on a simple and standardized procedure. Thus, a fast and uncomplicated implementation is ensured.

SUMMARY

The use of SMARAGD DAW makes the work much easier for the compliance departments, because it easily enables the coupling of different systems in order to retrieve information from external persons.

SMARAGD

1,600 companies from all sectors in more than 50 countries rely on the compliance competence when it comes to counseling and implementation projects in conjunction with the market-leading software SMARAGD.

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Your Contact SMARAGD DAW

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