



## Legacy Case Management Conversion Practice for Fraud and Anti-Money Laundering

Norkom Technologies is solely focused on crime and compliance solutions in the financial sector. As a result of our deep experience with over 100 global financial institutions and our broad partnerships in combating financial crime, we have developed an innovative Case Management Conversion Practice (CMCP), which allows users of legacy case management systems to migrate to Norkom's Enterprise Investigation Management (EIM) solution through a fast, easy, and cost effective replacement process.

Norkom's EIM solution offers best-in-class case management functionality. Norkom's CMCP makes it practical and easy to modernize by moving from legacy case management systems to EIM using a proven implementation methodology that:

- Speeds time to completed conversion – typically providing a fully implemented solution in less than 150 days
- Mitigates risk – utilizing Norkom's flexible technology, conversion experience, and certified partners.
- Reduces cost – eliminating time-consuming upgrades and hefty project costs with a unique "no up-front license" approach

Many first-generation case management systems have not kept pace with the rapid changes and multi-channel challenges faced by today's fraud, compliance, and corporate security organizations. Inherent limitations in the architecture and domain content embedded in the systems often prevent those systems from evolving to meet today's changing requirements. Many organizations are evaluating new choices for case management solutions; a recent report by analyst firm Aite Group found that 62% of buyers are actively seeking new and updated case management systems.

For this reason, Norkom has developed a repeatable methodology and toolset suitable for all case management users, large and small. Through the CMCP, customers can easily transition to a more flexible and modern Norkom EIM platform that provides the following advantages:

- Proven improvements in investigator productivity – recent conversion clients are seeing reductions in investigation efforts of up to 30%
- Full support of multiple level domains and organizations – allowing for separate yet integrated AML, Fraud and Corporate Security functions across the organization
- Integrated SAR eFiling capabilities, further improving operator efficiency and accuracy
- Alert Management and triaging to link related alerts for fast and effective research
- Financial Control and Loss Recovery functions to minimize loss and financial risk



## **Limit Risk with a Proven Conversion Methodology**

Norkom leverages both our past case management conversion experiences and the knowledge of our certified partners to create a best-practice methodology. The focus of this methodology is a simple, repeatable implementation process. The Norkom process limits the risk of AML/Fraud case management replacement in several ways:

### *Uses Existing Data Migration Templates*

The data migration work for converting existing AML/Fraud case management systems to Norkom EIM has been completed, tested and implemented at many firms. The templates developed from these projects allow our clients to leverage the flexibility of the Norkom platform without the need to go through an extensive data mapping and verification exercise. The existing data model provides a conversion interface that will support the import of:

- Alerts from external and internal systems
- Customer and account details
- Transaction details
- Historical Alert/Case information

### *Leverages existing technical architecture*

Norkom can run on most of the common existing underlying technology currently supporting legacy AML, Fraud, and Corporate Security case management systems. Our architecture allows the Norkom solution to run on several different operating systems, databases, and application servers, and to interface with many different supporting systems through our service-oriented architecture.

### *Replicates or Enhances Workflow*

Norkom provides a flexible workflow framework that some customers have used to preserve existing processes when the processes are migrated into the Norkom environment. Other customers have used the framework to upgrade their processes. The CMCP methodology incorporates our experience migrating legacy AML and fraud case management systems by providing a blueprint for mapping existing workflows, permissions, organizations, and domains into the new environment.

### *Extends Functionality*

The functionality found in legacy, first-generation case management systems is included in most case management products. But many financial institutions are adopting new approaches because the functionality of existing systems is no longer up to the task. For example, the institutions must implement and attempt to integrate new detection systems and other data repositories, adapt to changing financial crime patterns, and combine investigative functions virtually or physically across multiple parts of the enterprise.

The Norkom CMCP will help you leverage equivalent functionality. More importantly, however, you will now be able to capitalize on the rich investigative tools and adaptable architecture of the modern, robust system found in EIM (see Figure 1).

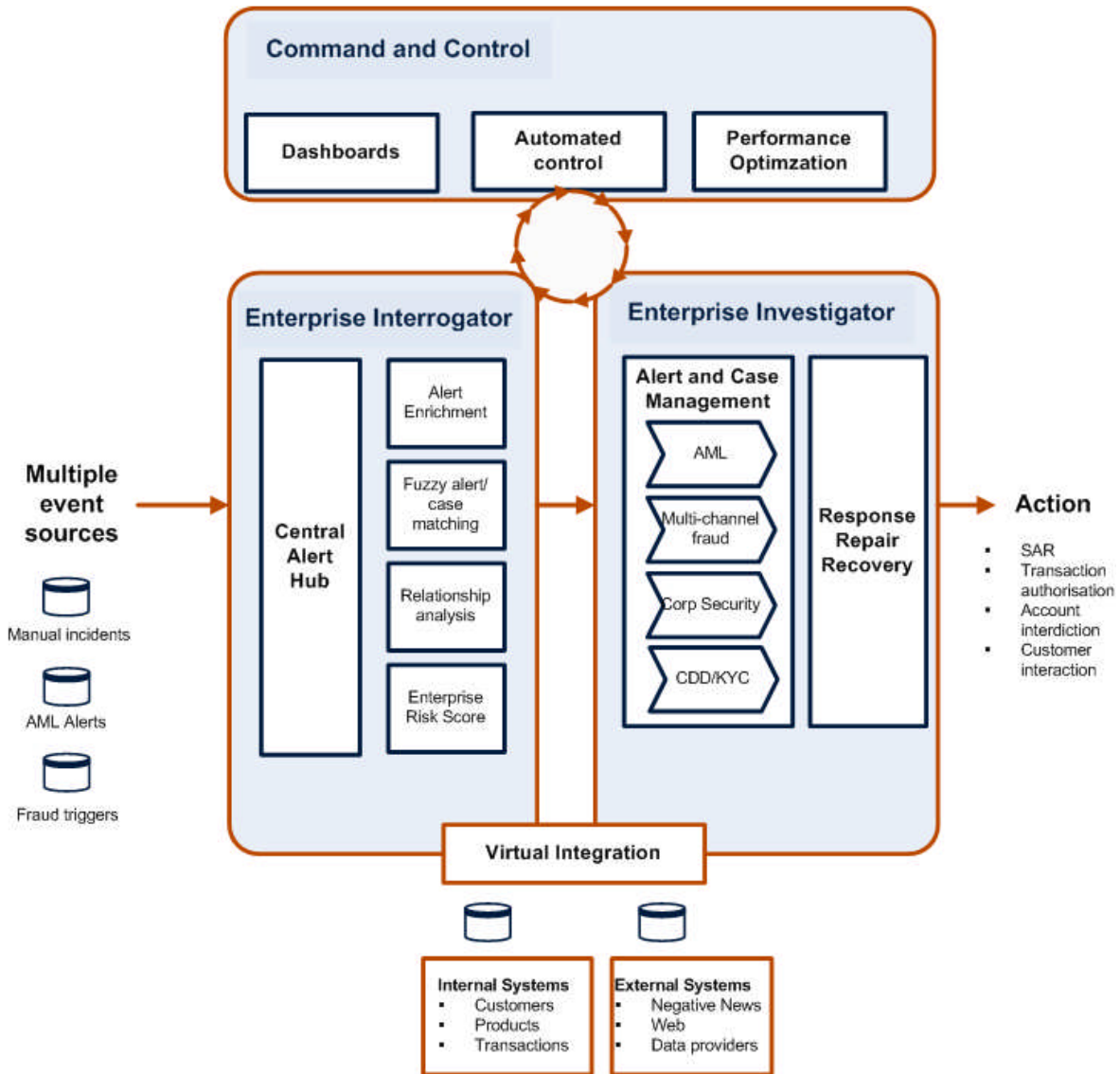


Figure 1: EIM provides an open and extensible set of modules to address all elements of Fraud and AML investigation and resolution

### Cost Effective Alternative to Costly Upgrades or Replacement Projects

Norkom's approach is to partner with clients for the long-term, which includes working with them during difficult economic times. Norkom's flexible licensing options and engagement programs help ensure that costs are aligned with business benefits. Examples include:

- No upfront license fees
- Pay a small, fixed-price professional services implement fee
- Annual Maintenance fee for three years – in lieu of current case management rates



## Advantages of Norkom Platform

In addition to the risk-limiting, cost-effective CMCP migration of your current case management system to Enterprise Investigation Management, Norkom provides a complete Financial Crime and Compliance suite with key benefits including:

- Ability to integrate a full array of compliance and crime capabilities using a single platform
  - Watch list/PEP Screening
  - Anti-Money Laundering
  - Anti-Fraud – online, debit card, credit card, payments
  - Internal Fraud
  - Corporate Security
- Interrogator Module to correlate, enrich, de-duplicate, and re-prioritize alerts from multiple sources
- Link Analysis to uncover social networks and other hidden relationships across business lines and product offerings
- Point-of-Compromise analysis for correlating fraud events
- Command and Control Module for executive dashboarding and flexible report creation
- Support and capabilities of certified partners such as IBM, Ernst&Young, and Exzac

Norkom clients also benefit from education and involvement in the crime and compliance community through Norkom's Client Council and Financial Crime Forums.

## Getting Started

We suggest a one-day, onsite design session to map your current AML, Fraud, or Corporate Security case management process flows to Norkom's standard EIM solution. The outputs of this session are a fixed-price project plan and timetable to move from your existing case management system to Enterprise Investigation Management in less than 150 days.



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