

FASTER, MORE ACCURATE REVIEWS ARE NEEDED TO BOOST YOUR CDD PROGRAM

The Importance of an Effective Review Process

Customer due diligence (CDD) programs need a strong review process in place to be effective. Analysts must be empowered to make quick and accurate decisions when determining how the customer relationship will proceed.

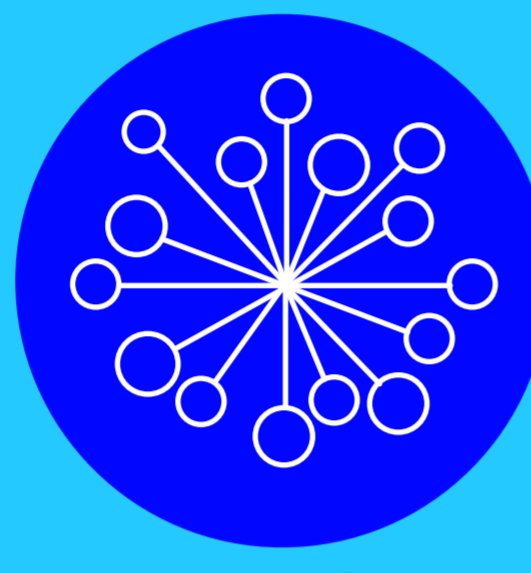
With the right solutions, technology and data, the CDD review process can be seamless, enabling analysts to make faster, informed and more accurate decisions.



Challenges Associated with an Ineffective and Inefficient Review Process



High costs



Poorly allocated resources



Increased customer friction



Time consuming



Inaccurate customer risk assessments



High-risk customers are missed



Undue restrictions on low-risk customers



Inefficient ongoing monitoring and due diligence



80% of analysts' time is spent gathering data
and only **20%** performing reviews

— Datos Insights Report: Improving Case Management: Vital for Fraud Investigation Success (2023)

Review Process Requirements

Risk Insights

Analysts need an automated tool to gather internal and external information on a customer and present it in one place, enabling quick insights.

Dynamic Workflow

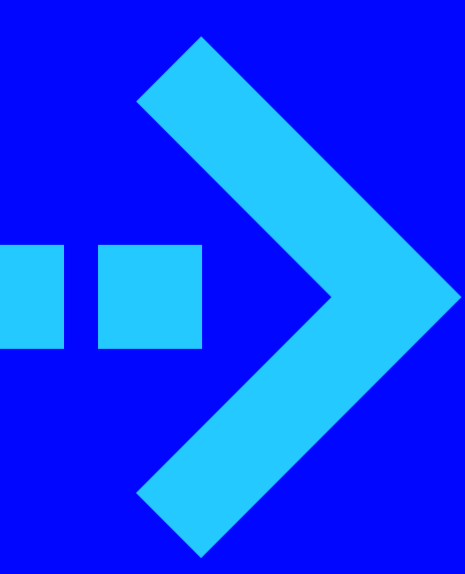
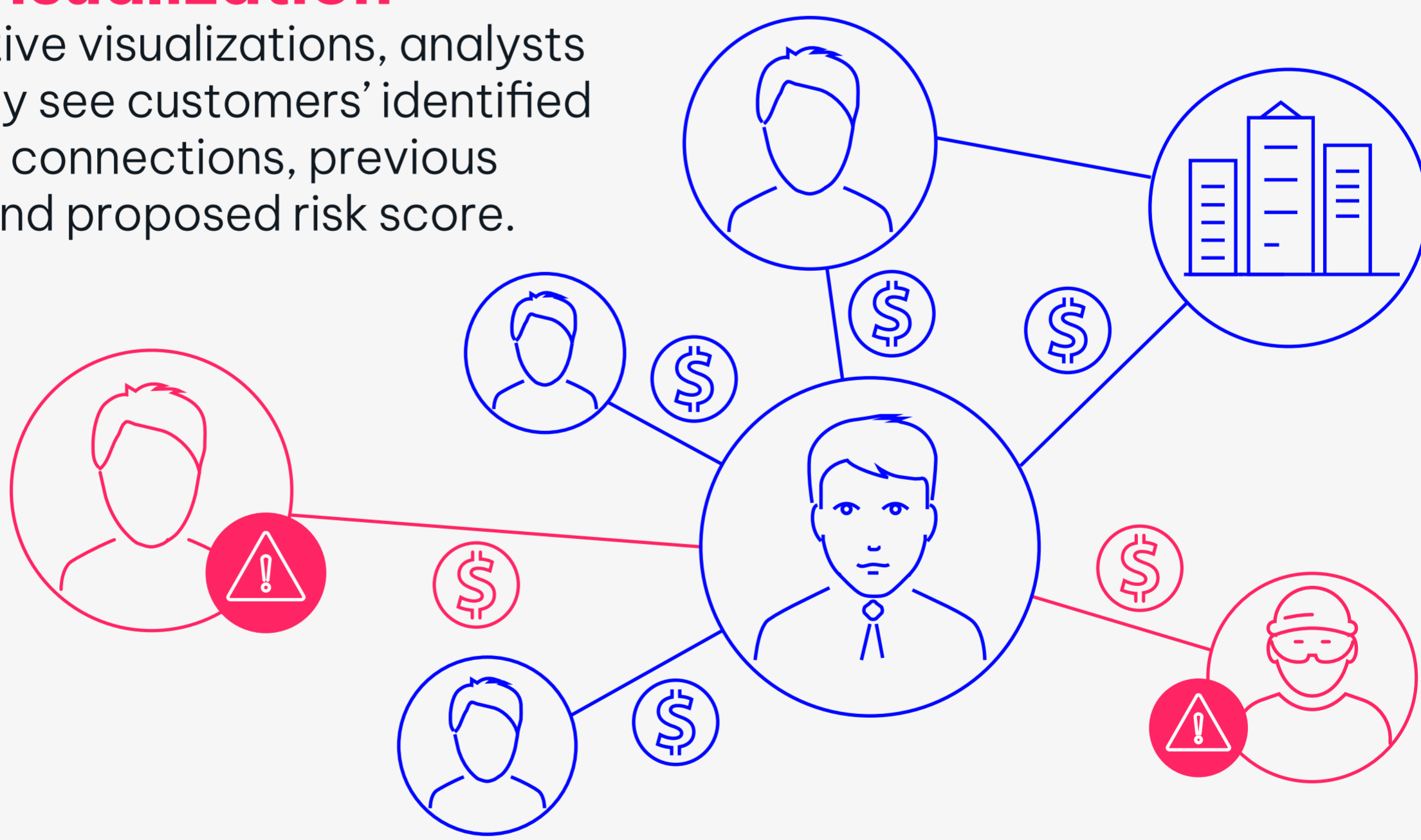
Intelligent workflows maximize the effectiveness of reviews, providing flexibility in what steps and actions to take. This ensures the correct information is gathered and the right individuals review the investigation at the proper time to make accurate and informed decisions.

Network Exploration

Advancements in network analytics enable analysts to explore the network to uncover hidden relationships and visually highlight where there are high-risk events or relationships, showing where additional review is needed.

Alert Visualization

With intuitive visualizations, analysts can quickly see customers' identified risks, their connections, previous activity, and proposed risk score.



See up to a **90%** reduction in evidence gathering processes

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NICE Actimize CDD-X delivers the needed data, risk insights, and intuitive visualizations in one platform for analysts to perform effective CDD reviews.

[Learn More >](#)

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