



## ■ Business Impact

“Demands for greater visibility and transparency into risks of all forms, new mandates from the boardroom regarding risk reduction, and regulatory requirements that cross over from other parts of the business are all heightening the need for a more holistic approach to managing risk and fraud.”

Rodney Nelsestuen, TowerGroup,  
*The Evolution of Case Management: Converging  
Fraud, Risk, and Opportunity Management*  
August 2009

## ■ Challenges

- **Inconsistent processes and workflows.** Process inconsistency results in greater scrutiny by regulatory examiners due to the resulting inconsistencies among cases being disposed of by multiple investigators.
- **Siloed departments.** Departments are often segregated and compartmentalized, which significantly hinders information sharing and results in duplication of effort.
- **Limited reporting and management oversight.** Systems that provide insufficient information critical to investigations can result in greater financial losses.
- **Insufficient technology.** Current systems in use are unable to integrate structured and unstructured data, nor are they able to consolidate and prioritize alerts from multiple systems.



## How can we combine intelligence from disparate departments to prevent losses and meet regulatory requirements?

### YOUR GOAL: Reduce the time and effort required to investigate cases

Financial services, government and health care organizations are struggling to effectively manage the rising volume of cases. Because separate departments typically work their own cases using independent tools, opportunities and issues that span departments are easily missed.

When departments are isolated and compartmentalized, processes are typically inconsistent. Data – which is scattered across multiple, disparate systems – is difficult to consolidate for broader analysis. Systems don’t link structured and unstructured data (e.g., e-mails and call center logs), so investigations entail time-consuming, manual processes. Correlating cases among business units is difficult or impossible. Alerts from various systems are not consolidated and prioritized from an organizationwide perspective. Time, money and limited investigative resources are wasted on cases that aren’t worth investigating – while serious cases may slip through the cracks.

Fraudsters exploit the disconnects, and the organization may suffer losses that could have been prevented with prior knowledge of cases worked elsewhere. Lack of oversight can also lead to closer regulatory scrutiny and result in civil money penalties and a damaged reputation when required regulatory filings are inconsistent across departments.

### OUR APPROACH

Case management is the backbone of documenting investigation processes, exposures and losses related to any type of financial crime. It also can provide financial reporting data (e.g., fraud losses) and serve as the primary resource for regulatory reporting. We approach the problem by providing software and services to help you:

- **Streamline investigation processes** by providing consistent, automated workflows across departments based on incident type, using processes that you define.
- **Prevent future monetary losses** by creating a holistic view of the customer and enabling communication among investigative departments, so users can see current and historical cases across departments and use that information to take proactive steps to thwart fraudulent activity.
- **Give all types of users on-demand access to meaningful information** with comprehensive reporting capabilities and interactive, visual dashboards that provide critical information – from high-level board reporting to detailed documents necessary for supervisor review – designed to meet individual user needs.
- **Ease the burden of audits** by providing management, examiners or regulatory agencies with automatically generated audit records that contain the identification of the user, a time stamp and the date when actions are performed on any case under investigation.

SAS® provides a structured environment for managing investigation workflows, attaching comments/documentation, and recording exposures and losses, while using advanced dashboards for management oversight and analytical reporting for tracking the operational performance of financial crimes.

## THE SAS® DIFFERENCE: Streamlined processes, more efficient investigations

Only SAS gives investigators the power, flexibility and task automation needed – without having to rely on IT for support – through:

- **Automated workflows.** With SAS, you can create multiple workflows for various types of cases – e.g., fraud, physical security, anti-money laundering, etc. – so cases are automatically routed to the appropriate individuals or groups. In addition, certain action items can be made mandatory prior to the case being routed to the next step in the workflow.
- **Enterprise data consumption.** The SAS solution can receive work items from multiple monitoring systems, as well as store all available information from the originating system with the case, which prevents the need to rekey information.
- **Triage queue.** Only SAS provides an environment for reviewing work items electronically sent to the system prior to creating or linking the incident to a case.
- **Attachments.** Users can store documents with a case easily, including any digital media that may need to be retained for future viewing.
- **E-filing.** The SAS solution supports the ability to prepare batch files for uploading to complete regulatory reporting requirements.

The SAS solution enables organizations in a variety of industries – banking, insurance, government, health care, etc. – to streamline processes and conduct more efficient, effective investigations, leading to reduced costs and better loss prevention.

### CASE STUDY: A large, regional bank

#### ■ Situation

The bank had no automated workflows for handling investigations and wanted something configurable that would conform to its business processes.

#### ■ Solution

SAS provided an enterprise case management solution that enabled the bank to:

- Establish automated workflows to manage operational processes.
- Prevent multiple investigators from performing duplicate reviews.
- Enforce best practices to maintain process consistency.
- Improve communication among internal groups.
- Establish financial reporting from one system of record.

#### ■ Results

- Created greater process efficiency.
- Reduced duplication of work.

#### ■ What if you could ...

##### Streamline investigations

What if you could provide investigators with a central workspace to manage a case from initiation to resolution and preserve the information for later research and continuous process improvement?

##### Prevent losses

What if your case management system could reveal commonalities among thousands of cases, identifying potentially suspicious activities that the human eye would miss?

##### Give users access to meaningful information

What if thousands of users could share information in a form that is meaningful for their roles, including visual representations and flexible portals that streamline investigators' work?

##### Automatically prioritize alerts

What if the alerts that were most relevant to a case were prioritized automatically?

#### ■ You can. SAS gives you THE POWER TO KNOW®.

### SAS FACTS

- SAS customers make up 97 percent of banks in the FORTUNE Global 500®.
- More than 3,100 financial institutions worldwide are SAS customers.
- SAS has more than three decades of experience working with financial institutions all over the world.

Learn more about SAS software and services for financial services at: [www.sas.com/fsi](http://www.sas.com/fsi)



SAS Institute Inc. World Headquarters +1 919 677 8000  
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