

eCommunications Monitoring and Audit Solutions for Banking Compliance

The exploding growth of corporate data volume and electronic communication platforms, rise in regulatory oversight, globalisation of workforces and operations, and increasing use of third-party vendors and suppliers presents new compliance challenges—and risks—for the banking industry. Now, you have the opportunity to detect and resolve issues early on.



Benefits

- Flexibly deploy Conduent solutions for active compliance matters or proactive mining and monitoring of data
- Identify hidden and emerging risks to minimise or avoid costly litigation
- Enable data reuse that reduces the need for duplicative data review efforts across the company
- Integrate our services with any enterprise or cloud system that can extract text and metadata
- Accelerate remediation initiatives

Proactively Detect Your Organisation's Risk

Banking institutions face challenges in meeting the myriad of new and changing regulatory requirements. With more than 220 new regulations passed since 2010 in the US alone and continued modification of existing rules, regulatory scrutiny is greater than ever before. Over £1 billion in bank fines are currently being levied per year in enforcement actions against banks in the UK. With the European Central Bank regulating via the European Banking Union, and the Bank of England acting for the UK, the regulatory field is entering a period of uncertainty but with the likelihood of increasing regulation and scrutiny.

Internal processes and controls are key to steering clear of a regulatory investigation or enforcement action, but traditional approaches to banking compliance have, until now, focused on risk-related procedures and training on the mechanical aspects of risk management and regulatory impact on system functions, such as structured data housed in transactional systems.

There is unmonitored and untapped risk. Evidence of fraud and malfeasance increasingly resides in unmonitored internal electronic communications—email, chat and social media, to name a few—between employees, and communications with clients, vendors, and other third parties.

To protect your company and your brand, you need the right combination of data analytics, prevention tools and expertise to pinpoint the electronic communications indicative of untapped risk.

Conduent Solutions

Conduent's banking compliance solutions enable companies to evaluate real risks and plan the appropriate actions by detecting and pinpointing potential compliance infractions and "bad actor" communications before they turn into liabilities. Whether providing insight on a look-back or real-time basis, our comprehensive analysis of flagged areas of risk help legal, compliance, risk and audit make informed decisions. We provide specific expertise in the following areas:

- Produced to European regulators including Financial Conduct Authority, BaFin, Serious Fraud Office, and European Commission, and worldwide such as the Japanese, Australian, Canadian and US regulatory authorities;
- Undergone multiple audits from regulatory authorities during regulatory investigations to attest to methodology used during review process;
- Financial Conduct Authority (FCA);
- Specific issues related to financial services fraud and price fixing allegations;

Our compliance solutions utilise our proprietary big data analytics and review platforms, combined with the expertise of our in-house data scientists, compliance, review and banking and financial services regulation subject matter experts.

- Fair Debt Collection Act;
- Anti-money laundering;
- Client investment selection.

Validation and Look-Back Reviews

For banks that have received a regulatory request, are subject to a formal investigation or simply want to conduct a comprehensive look-back internal review to identify potential areas of non-compliance, our banking validation and look-back review service quickly pares down hundreds of millions of documents or more to the small sub-set of relevant set warranting client review (often less than 1% of the starting document population) and potential remediation. Our service eliminates costly manual and error-prone processes.

eCommunications Monitoring

Our eCommunications monitoring services provides actionable insights into email and other server-based communications to help banks address high-risk issues at the formative stages. We target clear indicators of risky behavior, non-compliance or malfeasance based on client areas of concern, whether one or multiple issues. Our service is designed to mitigate risk while protecting the individual employee by flagging only phrases and concepts that indicate increasing risk rather than “reading” all employee communications.

eCommunications Auditing

For areas or issues of less immediate concern, we deliver actionable insights into company data on a periodic basis, such as monthly or quarterly, with a deep analysis of a broad range of compliance issues that require a complex and extensive search—such as a highly technical issue or areas that require unique industry knowledge—across multiple communication and data stores.

Client Portal: Actionable Insights into Risk

Our solutions offer client insight into areas of potential risk via a web-based client dashboard:

- Summaries of risk areas found in email and other communications
- Holistic insights such as patterns in communication behaviors, messages between employees and departments, recipients patterns by business units, company product references, off-shift communications, communications with competitors, employee and manager communication patterns, and recipient type (such as internal or external)
- Insights into additional criteria, customizable by client
- Visualisations to quickly view the important areas to act on, and include heat maps, concept clouds, time series analysis, recipient volumes, risk scores, and color-coding
- Clear identification and reporting of documents flagged for specific conditions
- A document viewer providing users the ability to inspect in scope communications enabling real-time decision making on key issues

Our Approach

Our compliance solutions utilise our proprietary big data analytics and review platforms, combined with the expertise of our in-house data scientists, compliance, review and banking and financial services regulation subject matter experts. Our big data analytics platform aggregates company data from many sources, identifying key document facts and trends, which are stored in a single, security repository in Conduent's global ISO 27001 data centers.

For companies that need to conduct a more thorough investigation into areas of risk, whether internal or regulatory-driven, Conduent offers end-to-end technology-enabled services, software, analytics and expertise for litigation and investigations.

Our approach includes:

- **Data collection:** We collect email warranting attention from a variety of sources, include Exchange Server environments and hosted Office 365, as well as other forms of electronic communications and data from servers, desktops and laptops, SharePoint environments, servers, and social media sites.
- **Data consolidation and processing:** We consolidate data into our proprietary data analytics platform and process the data. For example, for emails, we prepare the data to capture email text and metadata, along with additional features such as employee location, sales region or team, sales rank or revenue. We work with clients to add more features as they evolve.
- **Risk identification:** Working in close collaboration with the client, we identify and prioritize areas of potential risk based on specific areas of interest—regulatory or litigation, whistleblower, litigation, enforcement priorities and actions, or specific areas such as of risk defined by the client.
- **Data modeling and sampling:** Our data scientists and analysts develop algorithms designed to detect specific issues of concern and potential compliance violations. Applying statistics and other sampling methodologies, we then identify and analyze representative samples of “bad” employee communications, which are then used to refine the algorithms.
- **Identification of emails indicating potential risk:** Our analytics identifies, with very high accuracy, data suggestive of potential compliance infractions.
- **Expert review:** In addition to leveraging analytics to quickly cull documents to the potential relevant sub-set warranting attention, our in-house team of legal, compliance, and banking experts provide to identify false positives and other documents that should be excluded from client review, to ensure the client focuses only on relevant documents.
- **Delivery of critical insights:** Based on our analytics and review services, we deliver the small subset of documents to the company for review and possible remediation.

Additional Services

Electronic Discovery and Litigation Support

For companies that need to conduct a more thorough investigation into areas of risk, whether internal or regulatory-driven, Conduent offers end-to-end technology-enabled services, software, analytics and expertise for litigation and investigations. Services include data collection and forensics, data processing, hosted or on-site review, managed review, analysis and production.

Learning Services

Enforcement actions often result in a need for more training and at higher levels of the organisation. We help companies meet these needs by providing engaging, comprehensive learning services that are delivered to employees at the point and time of need, including instructor facilitation, learning administration, learning consulting, content design and curation, strategic sources and managed services. Our adaptive training approach tailors the educational material to each person’s learning needs and situation, supported by analytics to legal and compliance teams that enable them to identify and mitigate future risks.



For more information on Conduent Legal and Compliance Solutions, visit us at:
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