

Flexible, cost-effective and real-time transaction monitoring solution for complex payments business

Client

- Azimo, a global money services broker

Challenges

- Unstable API
- Too many false positives
- Manual, repetitive tasks Poor technical support

Solution

- Flexible API
- Easy installation
- API whitelisting
- Better support
- Better AML data
- Richer insights
- Risk-based approach to AML screening

Benefits

- Less repetitive, manual tasks
- Less noise
- Reduced false positives
- Improved reporting and audit trail
- Faster decision-making



The ComplyAdvantage team are great to work with. It's most beneficial to use them for screening all of our transactions against various watchlists. Whitelisting via their API also saves lots of time and is a great and unique feature.

Laura Gyarmati, Compliance Officer & MLRO, Azimo



Flexible API and AML Screening meets the needs of major MSB.

Azimo provides international money transfer services to individuals who send money to beneficiaries in over 190 countries via cash pick-up, home delivery, bank transfer, mobile airtime top-up and mobile wallet.

The Problem

Azimo was dissatisfied with their global data solutions provider and needed to find a better, more reliable solution.

Unstable API and poor technical support

Azimo's data provider's API was often down and the compliance team were never given advanced warning. Typically, Azimo discovered the issues themselves by which point the company was already exposed to AML risk.

As a result, Azimo was forced to bypass the system and run thousands of manual AML checks resulting in significant payment delays and customer dissatisfaction.

Poor customer support

When the API was down, the Azimo team found it hard to get hold of anyone who could help. The provider's customer support team typically knew very little about the Azimo set up and could not help or provide a timeline for when with the API technical issues would be resolved.

No whitelisting via the API resulting in repetitive and manual tasks

The provider's API could not learn from decisions taken by the team, so the same sender/beneficiary would be flagged for the same false positives (incorrect hits) every time that person made a payment, despite there being no change in the underlying AML data supplied by the provider.

This was frustrating for the Azimo team and hugely inefficient. More worrying though was the negative impact on customers.



The Solution

A flexible, easy API installation with good technical support

Azimo reviewed all the big data providers' to find a more stable API solution with reliable transparent whitelisting capabilities and controls. Azimo also required better technical and customer support.

ComplyAdvantage was selected as the best proprietary data provider to help Azimo improve their AML risk management.

A tailored risk-based screening solution, reducing noise

The ComplyAdvantage REST API was easy to integrate and flexible. This allows Azimo to apply an appropriate risk-based screening approach such as tailoring fuzziness and crime type.

The Azimo team can also whitelist via the API under strict controls. The Comply Advantage system learns from the users' decisions which helps to reduce the false positives and improves overall efficiencies.

The ComplyAdvantage Adverse Media solution also helps provide richer insight into individuals and saves time on 'googling' for more information.

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Comply Advantage

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