protiviti®
Global Business Consulting

KYC-ONBOARDING PROCESS OPTIMIZATION

We solve core challenges of the banking industry with Process Mining

YOUR KYC CORE BANKING CHALLENGES

High Costs
High operating costs due to volatile markets and increasing regulatory pressures

Compliance Risk
Non-streamlined process risk due to high level of complexity low transparency

Customer Retention
Customer experience as the key differentiator for capturing market share

OUR SOLUTION APPROACH THROUGH PROCESS MINING

Cost and Time Reduction
Full transparency into your processes and significantly reduced onboarding and rework time

Assured Compliance
Uncovered process gaps, eliminated inefficiencies through standardisations with aligned lines of defence

Customer Satisfaction
Fast and reliable KYC onboarding through a streamlined onboarding process and frictionless customer Handling

SHORT DESCRIPTION

Experience the power of Protiviti's innovative Know Your Customer (KYC) optimisation. Leverage process mining to improve customer experience and process efficiency within KYC onboarding to achieve end-to-end transparency.

KYC Application Received

Customer Identification & Verification Program

Customer Screening

Customer Risk Assessment

Customer Due Diligence

Business & Quality Control Approvals

Reduction in Bottlenecks | 20% Workflow Optimisation
We implemented Celonis to monitor case inflow, outflow, and aging before it impacted SLAs. To reduce bottlenecks, work-in-progress limits were defined by stage and optimise case workload across resources.

Improve Process Conformance | 10% Automation
Average amount of unnecessary manual process steps that can be found and automated through process mining

Reduction in Outreach Activity | 20% Automation of Outreach
Protiviti has already been able to provide numerous customers with a competitive advantage in their KYC optimization utilizing Celonis process mining.

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90 Locations | **25** Countries | **11.000** Professionals

Protiviti advises companies in a hands-on way and on a par in the areas of strategy, organizational transformation and optimization, ESG, digital transformation, risk management, internal audit and control systems, compliance, and IT. Together, we find individual solutions to position your company for years to come. Face the Future with Confidence.

OUR JOINT PATH TO KYC PROCESS EXCELLENCE

Discovery Workshop leveraging Design Thinking

- Articulate problem scenarios
- Use case selection
- Consensus on value drivers and buy-in from key stakeholders

Celonis as a Service

- Multi-skilled team of experts, data engineers and project managers focused on framing sustainable value

Process enhancement, control remediation and scale

- Optimise design of E2E-process based on Celonis insights
- Design and implement automated controls, including continuous controls testing

Training and Certifications (Certified Celonis Trainers)

- Bespoke in person or hybrid training for business users and data analysis
- Train-the Trainer

SELECTED CUSTOMER SUCCESS STORIES

Top 4 Bank in The Netherlands – KYC / TM

>13 M€ Identified savings in New Client Take On

14.9K Identified hours of automatable work

Tier 1 Global Bank – Customer Onboarding

32% Reduction in customer onboarding time

20% Increase in automation rate

German Multinational Bank – KYC

120 FTE Saved by cutting unnecessary checks

63 days Reduction in Throughput time

YOUR ADVANTAGE WITH PROTIVITI

✓ 250+ FSI-CLIENTS IN COMPLIANCE & FCC IN THE LAST THREE YEARS

✓ OVER 200 CELONIS PROCESS MINING PROJECTS DELIVERED

✓ 98% OF OUR CLIENTS WANT TO "HOLD ON TO PROTIVITI FOR FUTURE PROJECTS"

celonis Gold Partner

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