

## OVERVIEW

# Service Catalogue for Siron® Customers



## Expert services around your Siron® applications

Take advantage of our expert knowledge of Siron® Anti-Financial Crime Solutions! Increase your productivity in the area of compliance, relieve employees and focus on core tasks again. We offer you comprehensive professional and technical services, value-added governance, and independent change services.

### 1 BUSINESS ADVISORY SERVICES

#### **Alert handling**

Daily processing of all Siron® AML alerts including documentation according to legal requirements

#### **Suspicious activity reports**

Submission of suspicious activity reports (SARs) to the FIU in electronic form via Siron® AML Case Management, including documentation and necessary follow-up reports

#### **Know your customer**

Daily processing of all Siron® KYC alerts including supporting documentation

#### **Internal SARs**

Processing and documentation of internal SARs as well as feedback to the reporting person and active monitoring

#### **Case Management**

Processing all cases in Siron® Case Management and ensuring complete, active risk management

#### **Downstream analysis and back testing**

Analysis of internal SARs and other indications as well as evaluation with regards to an adjustment of the rules and the optimisation of audit procedures and trainings

#### **Request for information**

Recording and processing requests for information from criminal authorities and public prosecutors and analysing them for relevance to money laundering or terrorism

#### **Contact person for investigating authorities**

Support in responding to requests for information and taking over further communication with the authorities - including documentation

#### **Contact person for employees**

Answering staff queries and downstream documentation (if applicable also directly in Case Management)

**Control activities**

Regular implementation of the controls defined in the control plan, including results documentation and timely conducting process adjustments, trainings and raising awareness based on findings

**Optimisation of the research system**

Continuous updating and adjustment of the Siron® research system due to back testing results, regulatory changes, interface enhancements or findings from audits

**Risk analysis**

Revision and updating of the risk analysis as required but at least once a year, based on the risk analysis already available at the institute

**Classroom training**

Regular or ad hoc training of employees based on findings as well as regular addition of new parameters to the existing training concept

**Data updates**

Contact person for staff on how to properly deal with missing customer data updates

**Internal instructions**

Adaptation or revision of the instructions in the area of money laundering/terrorist financing/fraud, as well as complete recast of the necessary instructions and their control with regard to implementation and compliance

**Contact person for the internal audit department**

Competent and reliable contact person for the internal and external auditors in the context of audit procedures

**Reporting**

Quarterly reports, jour fix, in-person meeting as well as the necessary annual report

**Our services also include:**

- Daily processing of the alerts of the embargo check dialogue
- Monitoring and auditing regarding compliance with, for example, Regulation (EU) No 2015/847 on information accompanying transfers of funds
- Taking over the function of MLRO/Group AML Officer
- Maintenance of the payment transactions reporting file
- If requested: takeover of auditing activity

## 2 APPLICATION MANAGED SERVICES

**System updates, patches, hotfixes**

Taking over requested software updates and installations of necessary patches and hotfixes to close security gaps

**Incident management**

Quickly restoring normal service operations after an incident, minimising the impact on business operations, and maintaining quality

**Change management**

Controlling the lifecycle of all changes with the objective of enabling beneficial changes with minimum disruption to IT services

**Problem management**

Managing the life cycle of all reported problems in order to prevent problems and recurring incidents from happening, and to minimise the impact of such incidents that cannot be prevented

**Continuous improvement**

Addressing efficiency challenges and improving existing system landscape through continuous assessment and benchmark of services and scope

### **Request fulfilment**

Implementation of your service requests, requests for continuous operations and agreed standard changes according to the defined solution scope and SLA

### **Monitoring**

Monitoring of your production environment, ticketing identified issues, taking corrective actions, or proactively adjusting relevant parameters to avoid further issues

### **Engagement management**

Central coordination of all assigned application managed services and ensuring service provision in accordance with the service description in the statement of work

## **3 GOVERNANCE SERVICES**

### **Governance reports and effectivity tests**

FIU consultations, AML/KYC governance reports, stress tests and effectivity reviews for continuous improvement of processes and control mechanisms

### **CCO advisory services**

Individual advisory to ensure group compliance policy making and governance around the existing anti-financial crime solution landscape

### **Forensic investigations**

Support in complex disputes and regulatory investigations by preparing and analysing data for compliance-conforming, litigation-proof results (no legal advice)

## **4 CHANGE SERVICES**

### **Vendor and system-independent consulting**

Support with system and tool selection in the area of Anti-Financial Crime Compliance (AFC) organisation - from the required system scope to the selection of the appropriate licensing and pricing model

### **Identification and qualification of suitable software**

Comprehensive advice on AFC solutions in the cloud and on-prem, including maturity checks and gap analyses for maximum investment security

### **RFI/RFP processes**

RFI/RFP support through predefined functional and non-functional requirements library and vendor database

### **Introduction and adaptation of new systems**

Project management for new system introductions and professional advice on necessary system adaptations

### **Migration support**

Definition of migration packages with predefined mapping and transition scripts for smooth, reliable migration and low-risk cutover phase