The Omnitrack Series: AML compliance challenges

All the info on your AML solution is visible to everyone

The AML challenge:

There is so much information in your AML platform about each client. Some of the information is sensitive and you would rather limit who in your large law firm has exposure. And you wish you could make it easier for your clients to add their data to the platform but you don't want them to see your AML analysis. Your current AML solution has no way of hiding any of this.

The story:

You are a fee earner at a large law firm in London. You are onboarding a new client, a logistics company with branches all over the world. This could be your big one but there's no doubt this client due diligence (CDD) is going to be an involved process. Your client is from Venezuela and he has a lot of documentation he needs to provide. He is slowly feeding the paperwork to your PA but he is getting annoyed with her. He is often in a different time zone and he wants responses quickly. He keeps asking you if he can just submit the documentation himself but there is no way you can let him onto the platform.

He'll see way too much. "Don't you trust me?" he asks. You want to say yes but you really can't. The truth is there is a lot of data you don't even want your PA to see. You don't know her that well and you have no idea how long she'll stay in your employ. But there is no way you can onboard this client without giving her access to the AML platform. You are getting increasingly worried about the data exposure within your firm. And your client is getting increasingly frustrated at the process.

Your client just called to tell you that he is thinking about signing with a different firm.

The problem

Every client brings with them a wealth of information. Some of it is basic but some of it is sensitive and should not be accessible to everyone in a law firm. Off-the-shelf software or internally developed processes can't provide different levels of access - for internal or external users.

You need to be able to:

- Categorise internal users into different levels
- Give varying access to different fields inside the form
- Provide admins with section specific access
- Add external users to your workflow and be able to decide what they can access
- Allow an external user without an account to be invited to the platform
- Create an audit trail of users

Onboarding a client or a new matter involves information. This information is critical to the due diligence process but varies wildly in its need for confidentiality. A system that treats all your client's information in the same manner is a system that is, at best, slowing down your process and, at worst, putting that information at real risk of exposure.

The solution

How Omnitrack can make all the difference

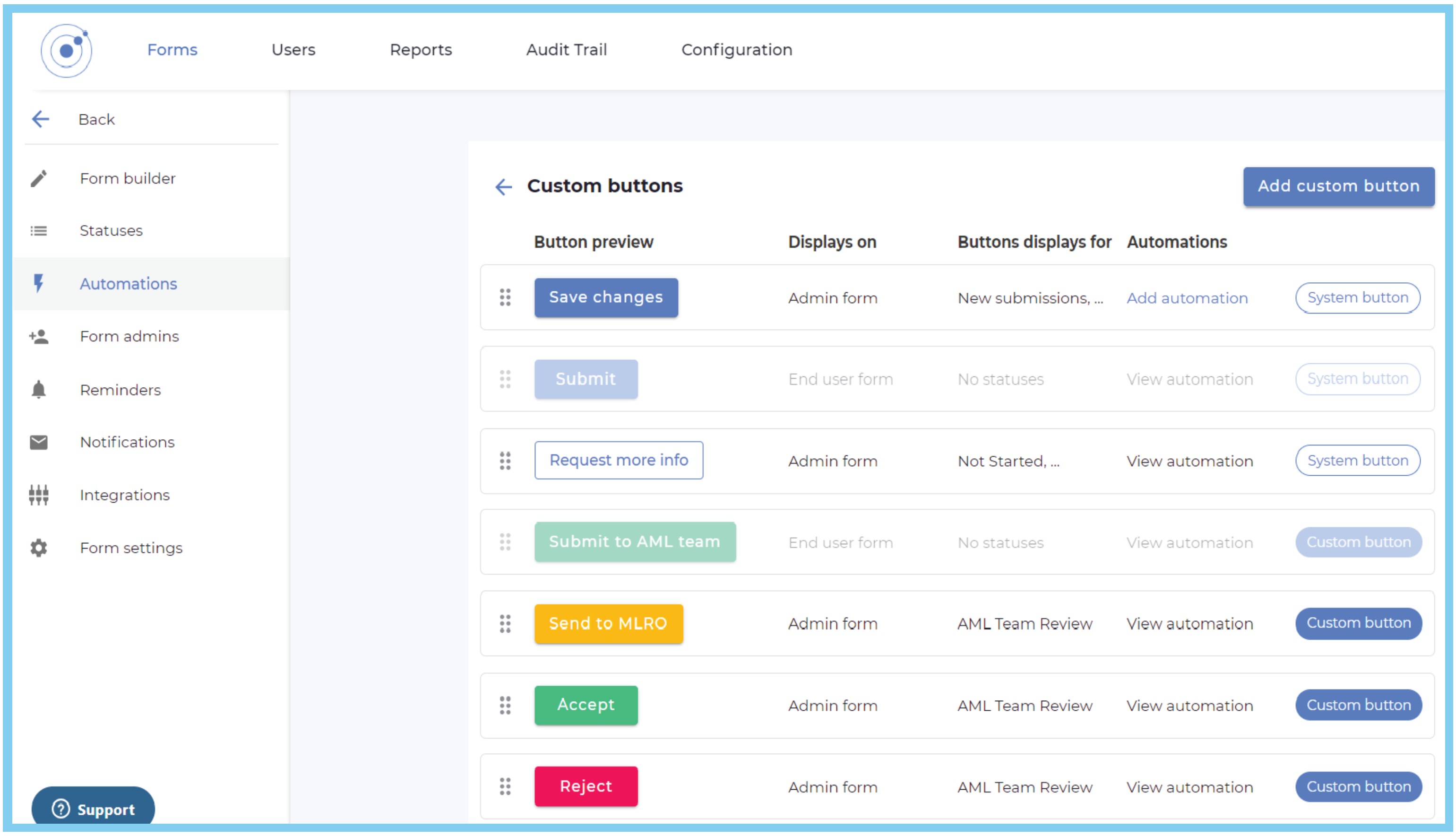
The ability to customise internal and external levels of access ensures that all information is kept secure and that your clients can have a seamless, safe onboarding experience.

- Multiple levels of access for internal users
- Varied access even within different form fields
- Admins can have section-specific access
- Customised visibility so different people can have access at specific stages of the process
- Each user can only see the field that is relevant to their role
- External users can easily be added to your workflow with customised access levels
- External users can be “invited” to the platform with an automated account
- Audit trail is automatically enabled to provide easy admin review

	Omnitrack	Off-the-shelf solution
Fully customised access levels for internal users	✓	✗
Varied access within form fields	✓	✗
Users can see only relevant fields	✓	✗
External users can use platform with customised access	✓	✗

With Omnitrack's AML customised solution,

every aspect of client onboarding, can be fully customised to suit your firm's needs and processes. This ensures a streamlined onboarding experience that is efficient, effective and timely.



It's time.

Omnitrack's AML compliance system will:

- ✓ Simplify your know-your-customer process management
- ✓ Reduce human error
- ✓ Increase team efficiency
- ✓ Minimise the risk of non-compliance
- ✓ Streamline your customer journey