

Deloitte.

Enterprise Case Manager

Curated risk management with insights that matter

The Enterprise Case Manager (ECM) is Deloitte's proprietary risk management platform that offers a wide spectrum of technology accelerators across **anti-money laundering (AML) monitoring, know your customer (KYC), and other financial crime investigations**. The augmented workflow management combined with an **AI/Generative AI (GenAI)** solution facilitates accelerated AML operations; intelligent insights into customer profile and investigation outcomes; and enables outreach, tracking, and reporting in a single platform.



ECM

Enterprise Case Manager

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[Single Sign On](#)

Know your customer

ECM

Transaction monitoring



EXPEDITED KYC WITH GENAI:

Intelligent customer screening and automated narrative generation to help reduce manual effort and time spent per case



MULTI-JURISDICTIONAL REQUIREMENTS:

Extensive library of multi-jurisdictional requirements synthesized and configured into the tool, enforced by strict data controls



INTEGRATED OUTREACH:

Integrated customer outreach with a dedicated portal allows faster outreach



AI-POWERED ALERT STRATIFICATION:

Automatically group and assign alerts to appropriate investigation teams based on investigator quality and specialization



AUTOMATED ALERT DISPOSITION:

Automated algorithms to identify false positives and reduce manual review and overall time spent on alert dispositions



RULE RECALIBRATION :

Intelligent insights into rule performance and Suspicious Activity Report (SAR) conversions help calibrate rules for optimal coverage

Core technical features

Smart workflows

Consistent outcomes driven by customized rules-based workflow

AI-enabled accelerators

AI-powered alert triaging, investigation, and negative news screening with automated summarization

Quality control

Automated data validation approach based on anomaly detection

Reporting

Management insights at all levels and on-demand reporting enables swift decision making



Efficiency through automation



Enhanced quality



Reduced cost of compliance



Dynamic insights

Sample ECM deployment profiles

Deloitte ECM incorporates 20 years of AML investigation experience and intellectual property (IP) which is designed to enhance outcomes

Major global bank

~400TB **Transactional** data processed via platform

1.5K **Investigators** reviewing case files

~2M+ **Files** processed through the platform

Leading US bank

~1M **Cases** processed through the platform

10K **Users** managed across 3 continents

26 **Lines of business** connecting to ECM

Major money service business

40% Estimated **time savings**

35% Estimated **cost savings** over 5 years

5X Estimated **ROI** over next 5+ years

ECM is a recognized leader in the AML industry ...

50+

US and global institutions have deployed ECM

98%

Quality at first-pass

50%

Efficiency gains leveraging AI/GenAI accelerators

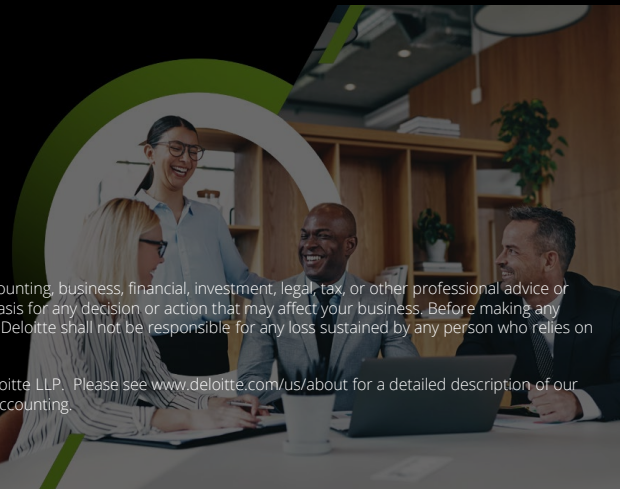
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