



# KYC Case Study

Innovative global KYC solution improves  
efficiency & customer satisfaction



## KYC Case Study

Innovative global KYC solution improves efficiency & customer satisfaction

"We need thought leaders that are able to see our company objectives as theirs and to provide suggestions and solutions that add value. Conectys continues to find new ways to go further."  
Carl, Head of Operations

### Challenge

- Researching, validating & monitoring over 300,000 organisations
- Reducing customer onboarding TAT
- Achieving global and capacity scalability to demand peaks
- Ongoing compliance and service improvement

### Why Conectys

- Multilingual, worldwide delivery
- Flexible and transparent data analytics
- Excellent track record and partnered approach
- ISO 9001:2015 registered QMS

### Results

- Increased YOY efficiency by 30%
- Halved delivery TAT to <1 business day from request to cloud-based entity data access
- Expanded verified data source list by 10%
- Optimised global capacity to demand peaks
- Lowered YOY attrition to <2%
- Achieved data compliance across 200+ jurisdictions
- Improved Quality Score from 75% accuracy to consistently above 95%
- Business evolved into KYCas-a-Service

The client is a UK-based legal entity data provider working with global organisations to ensure regulatory compliance for the financial industry.

As their business expanded to new geographies, so did their KYC needs and they had difficulties retaining multilingual staff. They needed to ramp up their ability to scale to demand and began to look for a partner to optimize their processes and enable them to adapt to the new realities of the industry.

The collaboration began by outsourcing the KYC related processes to Conectys who provided a data-driven solution that streamlined training and certification processes for highly specialized, multilingual and multicultural teams. The innovative tools, delivery and collaborative approach to improvement exceeded the client's expectations.

As a result, the relationship transformed from basic BPO to partnered KPO, with Conectys deploying a dedicated Program Management Office, B2B Customer Support, Quality Assurance, Corporate Actions, Testing, Piloting and Account Management solutions.

The increased efficiency and data accuracy enabled the client to become the no. 1 source for validated, independently researched legal entity data in the world.

## Solution

### Phase 1: BPO services

- Staged process intake based on a Lift-Shift-Improve model
- Set up multilingual and locally compliant research process
- Provided data analytics transparency through real-time & weekly SLAs on record completion and delivery TAT
- Re-engineered the data-driven research process and enhanced validated sources for KYC, AML & PEP screenings

### Phase 2: KPO services

- Developed procedures, policies, manuals & guidelines
- Introduced legal entity data monitoring & maintenance teams
- QA, Auditing and Customer Satisfaction (NPS, FCR, CEF)
- Internal data source discovery program, "Innovation Oscars"

**Want to wow  
gamers with your  
customer service?  
Let's talk solutions:  
EU +32 929 80111  
UK +44 203 318 1593  
US +1 646 381 1599**



35+

LANGUAGES

2,600

SEATS

24/7

DELIVERY

10

LOCATIONS

EU +32 929 80111 | UK +44 203 318 1593 | US +1 646 381 1599  
1 PRECIZIEI BLVD, BUCHAREST 062202, ROMANIA

