

# Enhance your visibility of risk and financial crime

## Enterprise Case Management for Insurers

### Why choose BAE Systems?

We are an expert provider of market-proven financial crime analytics and risk management solutions to help major global insurers, banks, governments, and law enforcement agencies build a single holistic view of risk.

Organisations are using our NetReveal Enterprise Case Management solution to capture a risk profile across the customer lifecycle from point of onboarding onwards and to consolidate information from all parties involved in case investigations, from SIUs to specialist adjusters and field agents.

- **Provide defined workflows** - eliminate process gaps and enhance transparency to auditors and regulators
- **Extract accurate management information (MI)** - increase visibility to senior management with consistent and timely MI
- **Proven to streamline operations** - used by some of the most complex multi-jurisdictional investigation teams across the world. Investigation teams collaborate, consolidate, and contribute to cases, minimising clicks to achieve successful case curation and closure

### The challenges

Growth in the volume of risk-related information flowing through businesses spanning multiple systems and teams often prevents users from addressing organised or complex fraud cases. Investigators need a single, easy to manage, and readily accessible place for true facts.

Fusing and organising the relevant outputs of these systems into one location is not easy given the highly fragmented IT landscape and data silos. Making it very difficult to curate an accurate case pack to support effective case resolution.

High-risk customers, policies, suppliers, and even employees may evade adequate scrutiny if their risk profile is spread across unconnected systems and teams.

### Our approach

NetReveal® Enterprise Case Management spans the entire fraud, risk, and compliance functions, centralising alerts and incidents into one enterprise-wide investigation platform.

With the Enterprise Case Management solution, Insurers can:

- **Improve collaboration** - consolidate related alerts, evidence, and case notes into a single dossier and manage it uniformly. Closed cases are retained indefinitely or for as long as audit standards require
- **Enhance effectiveness and efficiency** - single view across many systems reduces time to decision, often by a factor of two. Alerts are pre-processed, enriched, and routed automatically so that investigators spend time on high-value analysis rather than low-value data gathering functions
- **Enable better decision making** - investigation data is presented to investigation teams in a logical way, using instinctive user interface and fraud scenario articulation to simplify and accelerate decision making
- **Reduce time-to-decision** - for complex investigations, information is no longer brought together manually and is shared more easily across teams

Feature	Benefit
Rich GUI and investigative tools	Minimises the time to complete an investigation and empowers users to identify high risk threats with more sophisticated analysis, consolidation, curation, and consistent management of broad-reaching cases
Workflow engine with business intuition automation	Maximises efficiency while standardising investigation processes
Enterprise security model	Provides granular controls to secure access to sensitive data based on role. A single instance can support the needs of multiple teams spread across different geographic locations and jurisdictions and those subjected to varying local data protection laws
Comprehensive search	Enables investigators to discover all additional information pertinent to an on-going case
Alert and case management templates	Sector specific templates for claims fraud, policy fraud, and financial crime compliance, as well as corporate security and staff fraud - reduces deployment time and helps ensure you get value from day one
Command and Control dashboard	Provides out-of-the box metrics and an open data model; this enables you to define evolving MI, helping you make decisions about how to continue to get the best out of your fraud operations, and where necessary, join with existing Business Intelligence tools
Business process integration	Integration points with upstream and downstream systems so that the risk information stored can be made available in real-time to other processes
SLA Management	Automated SLA breach warnings ensure a timely resolution of investigations and help to maintain customer satisfaction

“The triage team can work **efficiently** because they don’t need to look into as many systems to **identify** the fraud because it’s all in one place, in NetReveal.”

— Head of fraud intelligence at a multinational general insurance company

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