

# Accelerated Fraud Investigations by 40%

## CHALLENGE

Payoneer's anti-money laundering and fraud prevention case management process relied on manual investigations across multiple systems and time-consuming reporting and submissions, increasing the time and effort needed to complete. Payoneer sought a centralized application to automate case identification, investigation, and reporting.

## SOLUTION

Payoneer chose Bits In Glass and Appian to automate Suspicious Activity Report case management. The solution integrated systems for case identification, prioritized investigations, embedded fraud detection algorithms, and automated reporting.

This streamlined processes, reduced manual effort, improved visibility, and enabled direct Suspicious Activity Report (SAR) submissions to FinCEN directly from the application, streamlining the entire process.

## CLIENT BENEFITS



### Time Saved

Case handling time for fraud investigations and SAR submissions was reduced by 40%.



### Better Protection

Automating case management boosted productivity, reduced risk, and enhanced fraud protection.



### Improved Insight

Full operational insight and control throughout the anti-money laundering process.

## About The Client



Payoneer is a fintech company specializing in business-to-business money transfers, digital payment services, and working capital.

The company delivers a suite of services, including cross-border payments, working capital, tax solutions, merchant services, and risk management, providing cross-border transactions in 200 countries and over 150 currencies.



*"Working with Bits In Glass to automate our case management practices has greatly improved company-wide efficiencies."*

### Sharon Dvir

Risk Automation & Technology Group Leader, Payoneer