

FinCase for investigations application service

Efficient handling of payment
exceptions & investigations

What if you had a single point of truth for all exceptions and investigations?
Reducing complaint and query processing time, serving clients quicker and
complying with ever tightening regulations. With FinCase, valantic FSA provides
a ready to use SaaS that ticks those boxes.

The market challenges

Varied legal frameworks

Payments regulations can vary from country to country. This complexity is leading to an increasing volume of queries and investigations exchanged between foreign clients, banks and clearing agents.

Interoperability

The goal is to make it easier for businesses to track payments, resolve disputes, and investigate fraudulent transactions. This can only be done with interoperability between payment schemes. This will increase the seamless exchange of data and affect payment initiation, settlement and the post-settlement and investigation processes.



Fraud regulations

The increasing sophistication and global reach of fraudsters and criminals has resulted in a greater determination to crack down on fraud. As a result, European banks face more regulations and sanctions. Compliance is costly to implement, but essential in order to protect customers and the wider financial system.

Standardization

A huge change in payments is the introduction of ISO 20022 which is designed to be more efficient, secure, and interoperable than existing messaging standards, and will impact investigations in a number of ways:

- Improved quality of available data will make it easier for investigators to identify patterns and anomalies.
- More highly-structured and standardized, machine readable messages will mean many tasks can be automated, freeing up investigators to focus on more complex investigations.
- By making it easier for data to be shared with other organizations, the efficiency of investigations will be improved.

Complex infrastructure

Banking architecture often contains a complex mix of SaaS and 'on-premise' services. Application operation is a huge cost burden and requires support by experts. A SaaS solution enables banks to consume a high-quality investigation service without the need to maintain its own application infrastructure.

New opportunities

Thanks to improved structure of ISO 20022 schemes banks could provide transaction status and investigation related data to customers in electronic form, vice versa same in the other direction which will help improving end-to-end STP.

Investigations: A market opportunity

Investigations processing is not a revenue stream for banks, but industry-leading client service will always be a differentiator. Centralizing query and investigation processing across your organization, subsidiaries, and partner banks will help to achieve this, particularly as ISO 20022 comes into effect.

With the right automation platform, across all stakeholders, from branches, electronic channels, fraud, and AML, to sanctions, settlement, and client management, it's possible to offer the best service to clients.

How can FinCase help?

FinCase is an 'expert' SaaS application designed to process queries and investigations for relevant clearing schemes such as Swift, GPI, Target2, SEPA, Instant and domestic schemes with native support for ISO 20022. As a financial case manager, it documents and processes all types of exceptions and investigations with a high degree of standardization and coherence. Comprehensive rules-based processing and reporting capabilities allow banks to monitor queries in a consistent way to minimize the risk posed by such exceptions.



FinCase offers:

- ✓ The highest level of integration with any internal bank applications and external clearing channels (for example via valantic FSA's powerful low-code/no-code platform, x-gen).
- ✓ Out-of-the-box compliance with major payment standards such as Swift (MT and CBPR+), Target2, SEPA, Domestic and European Instant Payment schemes. It's easily extensible to other payment schemes as required.
- ✓ Link payment monitoring with case and investigation management via support of Swift GPI and Transaction Management.
- ✓ A "Multi-Channel" approach for receipt of messages to trigger/update investigation cases through a large set of electronic interfaces such as Swift MT, ISO 20022, API, E-Mail or GUI for branches and sales.

Why SaaS?

If you weren't convinced already, FinCase is a classic example of a cost-effective SaaS application that can be plugged straight into your organization.

There's no IT investment and initial costs are reduced dramatically. Ongoing maintenance, infrastructure management, security and software updates are handled by valantic FSA, and covered within the subscription cost. All regulatory changes such

as Swift release are no longer any burden. There are no surprises down the line. Simple onboarding processes enable customers to quickly gain significant benefits from managing complex investigation processes.

Importantly for any growing institution, our application scales with your organization. Depending on need you simply adjust your subscription accordingly. Not only is FinCase accessible out-of-the-box, it isn't restricted by location; all that's required is a (secure) internet connection. Users can be sure they'll have access to the necessary tools wherever they are.

Benefits for financial institutions

With FinCase@SaaS, financial institutions can:

- Connect easily to market standard schemes for recall, query, and investigations processing.
- Be ready-to-use Swift, RTGS, SEPA, including ISO 20022-based scheme support.
- Reduce investigation time and processing cost by 30-50%.
- Reduce settlement risk, thanks to dramatically shortened investigation elapsed time.
- Differentiate themselves through excellence in the handling of exceptions and investigations.
- Supply reporting and statistics to clients, correspondents, and internal stakeholders for analyzing payments processing quality as a foundation for improvement of STP in transaction settlement.
- No need to implement internal IT infrastructure as all is provisioned by valantic FSA as the SaaS provider.

valantic FSA Smarter automation driving the financial industry.



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