HOW A LEADING COOPERATIVE BANK SET THE BENCHMARK WITH THE FIRST PEGA SIAA DEPLOYMENT IN SIX MONTHS

Find out how a North American bank replaced its legacy E&I system and became the first to launch Pega Smart Investigate Agentic Automation in record time.

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About the Customer

The customer is a leading Canadian financial institution with a strong national presence and a growing global footprint. Serving retail, commercial, and institutional clients, the bank is recognized for its commitment to innovation, security, and customer-centric transformation. Focused on modernization, data-driven decision-making, and operational excellence, it continues to set new benchmarks for agility, compliance, and digital experience in the Canadian banking landscape.

Engagement Story

The customer sought to modernize its payment investigations process, which had become increasingly complex and costly to manage. Manual workflows and a legacy Exceptions and Investigations (E&I) system limited efficiency, slowed case resolution, and increased operational overhead.

To build a more scalable and future-ready model, the institution launched a strategic initiative to replace its aging platform with a modern, automated solution designed to improve speed, accuracy, and flexibility while meeting evolving business and regulatory demands.

Recognizing the criticality of this transformation, the customer partnered with EvonSys to lead the initiative, bringing together cross-functional teams and deep industry expertise to design and deliver what would become the first-ever implementation of Smart Investigate Agentic Automation.

With manual processes limiting speed and clarity, and the legacy E&I system reaching its limits, the organization initiated a strategic shift toward an automated, future-ready investigations model.

Key Business Challenges

The aging Exceptions & Investigations (E&I) platform was becoming unsustainable and set to reach end-of-life by December 31, 2025, prompting the need for modernization.

Limited Scalability

The outdated system struggled to support growing transaction volumes and complex investigation types.

Manual Processes

Lack of automation slowed investigator productivity and increased dependency on manual work.

Operational Risk

Inconsistent workflows and limited visibility created a higher risk of delays and errors.

Tight Deadlines

The legacy platform was nearing the end of support, leaving limited time to transition to a new system.

With the legacy E&I platform scheduled to sunset by December 31, 2025, the bank needed to fast-track its transition to a new solution to ensure seamless continuity of service.

Desired Goals

The project aimed to implement Pega Smart Investigate (SI) to create a modern, efficient, and compliant investigations environment. Key goals included:

Seamless Transition

Ensure smooth migration from the legacy E&I platform with minimal disruption and strong user adoption support.

Leverage OOTB Capabilities

Maximize use of Pega's Out-of-the-Box (OOTB) features to reduce implementation time, cost, and future maintenance effort.

Enhance Operational Efficiency

Automate repetitive tasks, enhance tracking and reporting, and expedite turnaround times to improve service quality.

Full Functional Coverage

Replicate and enhance all core capabilities of the existing E&I system under the new platform.

Regulatory Compliance

Align the solution with evolving payment standards, including ISO 20022, to meet industry and regulatory requirements.

Support Strategic Vision

Build a scalable platform that aligns with the organization's long-term modernization and digital transformation goals.

By aligning technology with business vision, the initiative aimed to build a modern investigations platform that drives efficiency, compliance, and long-term scalability.

Solution

Partnering with EvonSys, the bank deployed the Pega Smart Investigate Agentic Automation (SIAA) platform, built on Pega's advanced automation and low-code foundation to drive transparency, speed, and operational excellence.

Case Management

A redefined case structure enabled end-to-end visibility and control. Managers can monitor progress in real time, while investigators access detailed transaction data for faster and more accurate resolutions.

The solution includes:

- **Dispatch Case:** Initiates new payment or Nostro-related investigations, extracting key details from inbound messages and merging with existing cases when needed.
- **Orchestration Case:** Serves as the central hub for managing investigation activities and resolution steps.
- **Resolution Activity Case:** Handles outgoing correspondence and financial adjustments to close cases efficiently.

Low-Code Configuration

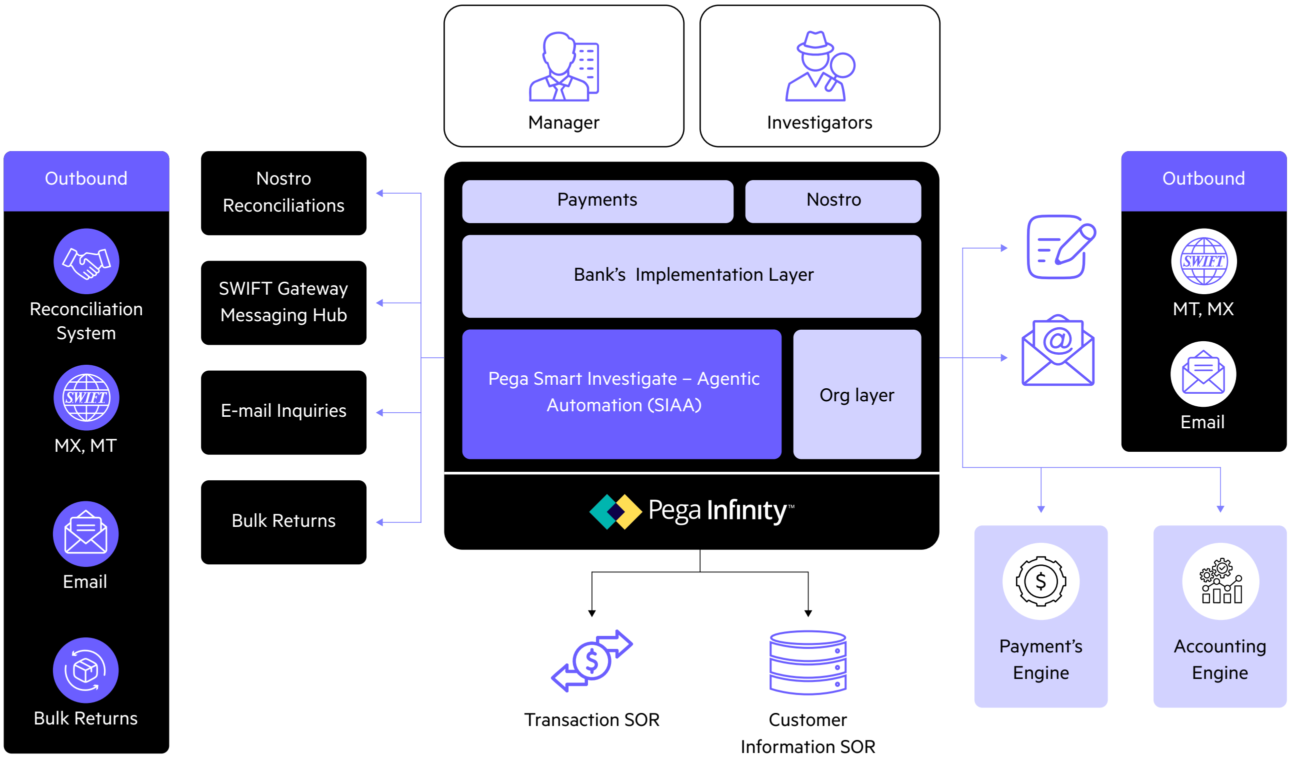
Leveraging Pega's low-code framework, SIAA delivers flexibility and speed in implementation. Key capabilities include:

- Over **20 native case types** for payments, claims, and adjustments.
- **Automated duplicate detection** and systematic work prioritization.
- **Comprehensive audit trails** and folder-based case management.
- **Standardized templates** for SWIFT MT/MX, ISO 20022, CBPR+, and Email.

Architecture Overview

To support these capabilities, the bank implemented an integrated architecture that connects inbound inquiries, case workflows, and downstream systems.

The diagram illustrates how SIAA functions across the investigation lifecycle.



The client became the first financial institution to go live with Pega Smart Investigate Agentic Automation, delivering the MVP (minimum viable product) in just six months through close collaboration with project partners.

Business Outcome

The project successfully achieved its core objectives, establishing a modern, compliant, and scalable investigations platform.

Legacy Replaced Early

The aging E&I system was fully decommissioned and transitioned to the new platform well before its December 2025 end-of-life.

Higher Productivity

Automated workflows and streamlined processes boosted investigator efficiency and reduced manual effort.

Compliance Secured

The new platform aligns with SWIFT ISO 20022 and broader industry and regulatory standards, ensuring continued compliance and reducing operational risk.

Fewer Customizations

Leveraging Pega's Out-of-the-Box (OOTB) capabilities minimized development time and simplified ongoing maintenance.

Scalable Foundation

The platform now supports secure, end-to-end management of both payment and Nostro-related investigations.

Simplify complex processes with EvonSys

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