SymphonyAI

Cracking the case: SRI Investigation in action at a Leading European Bank

Leveraging AI to enhance investigation quality and maximize time efficiencies

The challenge

Investigations are becoming increasingly complex. With cross-border payment being commonplace, regulations varying between countries, and siloed data making analysis difficult between different jurisdictions, compliance and fraud management has never been harder.

A leading European bank, with operations across the continent, has been in search of a solution that could **deal with these increasing complexities**, **future-proof compliance investigations** by enhancing the navigation of customer compliance structures, and **scale to the demands of a large global bank**.

This meant finding a solution that offered high standards in terms of reporting, saved valuable time on investigations, and improved the quality of investigation findings by being able to extract and harness all existing data to make better informed decisions in a consistent manner across the whole team of investigators.

SymphonyAI solution

SRI Investigation from SymphonyAI is a detection-agnostic case management solution designed to connect and consolidate a customer's risk and compliance technology infrastructure. It provides a single, subject-centric view for financial crime investigations, enabling institutions to see the full picture across systems, alerts, and risk domains in one unified environment.

The bank integrated the software into its existing systems as part of a broader financial crime and compliance enhancement program. This transformation initiative coincided with an upgrade to SymphonyAI's latest software, allowing the institution to test and benefit from an AI-powered approach to case management.

The objective was twofold: to **align business and technical requirements** with the product roadmap, and to **measure and capture the tangible enhancements** delivered by SRI Investigation. These enhancements include a Copilot, a generative AI assistant that supports investigators by accelerating workflows, improving consistency, and enhancing overall investigative quality.

The result

The bank has seen clear benefits in transaction monitoring when using SRI Investigation. **The Copilot has helped investigators save time** on their investigations, thereby improving productivity. The quality of these investigations has also improved due to the web search feature of SRI Investigation.

Within the first few weeks, the bank was already seeing **average potential effort savings of approximately 20% in Level 1 and Level 2 investigations.**

Alongside these findings, the bank will achieve significant cost savings with SymphonyAI and Microsoft Azure – approximately **€3.5m per year**, including a **5x decrease in spending** with a leading technology provider (~€1.5m per year down to ~€300k per year).

“We see SRI Investigation as a key future tool for navigating customer compliance structures and accessing data for quality investigations. Even at this early stage, significant time and quality improvements observed.”

SME Advisor for AML, Large European Bank

The future

The bank is excited to be moving into phase 2 to see even more benefit from SymphonyAI solutions.

The team has conducted another POC with an SRI Screening AI Overlay, achieving excellent results in initial testing with a 70% reduction in false positives. These gains are expected to streamline investigations, accelerate alert resolution, and allow analysts to focus on genuinely high-risk cases.

The bank is working closely with SymphonyAI to ensure seamless integration with existing case management and screening workflows. Ongoing model tuning, robust explainability, and transparent performance metrics will underpin regulatory confidence while maximizing risk coverage and operational efficiency.

Want to know more?

Visit SymphonyAI.com to see how our AI-native FinCrime platform, Symphony Risk Intelligence, can transform your compliance operating model.