SymphonyAI

WHITE PAPER

AI overlays guide: Integrating AI into your solution stack

How AI overlays amplify the value of your existing anti-financial crime solutions

FINANCIAL SERVICES

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Introduction

Fighting financial crime has never been more complex. Cross-border payments, online banking, and faster transactions create more risk than ever before, while organizations find it increasingly difficult and complicated to abide by financial laws and regulations, especially for global banks where rules differ by country.

Fighting modern financial crimes requires modern financial crime software, but the nature of the industry and the complexity of IT estates doesn't easily allow for an agile approach. Organizations receive licenses on multi-year contracts, which means that the latest technology developments may not become part of banking software for years after they are commonplace elsewhere. Alongside this, financial institutions may not wish to 'rip and replace' their software considering the costs of integration, retraining staff, and the teething troubles that occur with any major change.

AI overlays offer a solution

An AI overlay interacts with an organization's current software, harmoniously augmenting its capabilities with AI technology. It isn't a one-size-fits-all approach; overlaying solutions with AI can make slight improvements to a departmental team or provide huge advances in investigations or productivity. Some overlays focus on a specific area of financial crime while others address all units, removing silos from the workplace. Organizations can start to implement and realize the benefit of AI in a way that suits their needs, maturity, risk appetites, and budget.

This guide outlines how you can enhance your business operations with AI overlays, why they matter, the benefits they bring, and the advances they provide. Highlighting key features, example case studies, and how to get started, this guide helps teams begin implementing and benefiting from AI immediately.

Why organizations should overlay existing solutions with AI

Efficiency boost

AI overlays provide a quick and effective boost to existing processes and solutions – without demanding costly, resource-intensive solution overhauls or replacements. By their very nature, overlays provide improvements for software that teams are already using. In the fight against financial crime, AI presents an opportunity for institutions to more efficiently uncover hidden risks, investigate more effectively, and accelerate these processes more quickly than ever.

For example, workflow actions can guide investigators on what to do every step of the way, highlighting areas in the investigation that need further interrogation and summarizing uploaded documents and attachments. Other enhancements include the possibility of automating the writing of case narratives or suspicious activity reports (SARs).

Users of SymphonyAI's Sensa Investigation achieve productivity increases of up to 70% due to its easy-to-use layout, single-subject view of risk on the investigation dashboard that allows access to all customer information in one place, and the use of the intuitive Sensa Copilot. Detection agnostic, Sensa Investigation can integrate with existing detection engines giving customers access to the benefits – without the need to switch out their existing detection stack.

70%

productivity gains are possible with SymphonyAI's Sensa Investigation, driven by its intuitive, easy-to-use layout

Cost-effectiveness

An overlay can be cost-effective in terms of the amount of money saved by using one. Investigators can solve more cases more quickly, leading to a much better return on investment (ROI).

Banking and investment services spend the highest amounts on IT and software according to Gartner with more than $650 billion spent in 2023. Moving to new software can be even more expensive, which is why being able to access AI as part of an existing solution is an enticing proposition. Organizations don't need to replace systems but can instead invest in their current solutions, improving them to enhance their effectiveness and increase productivity.

Staying ahead of criminals

There is nothing worse than feeling that your organization is falling behind its competitors in the fight against financial crime. This might be because of a lack of development for the software that your institution currently uses, or because of some technological advances – like AI – which your business is currently unable to use. Lagging behind competitors makes your institution vulnerable to techsavvy bad actors, brings increasing scrutiny from regulators, and facilitates the growth of financial crime.

An overlay helps organizations tackle this challenge. Not only does it allow for state-of-the-art integrations that keep your organization ahead of criminals and ensures your approach is demonstrably market-leading, but it also leads to improved risk detection in tandem with existing protocols and ensures business units don't need to hastily retrain to a completely new software solution.

By staying ahead of criminals with an AI overlay, a financial institution shows regulators that they are tough on crime, have the interests of customers at heart, and place data and security at the forefront of their strategy. This is a powerful message as financial crime methods advance around the globe.

Use cases for AI overlays

AI overlays vary depending on the industry in which they are being used. Within financial services and the combating of financial crime, the following are practical ways AI can enhance your existing solutions:

AML transaction monitoring: Spotting hidden risk

Problem

Traditional rules-based software may miss anomalies in transactions, struggle to distinguish genuine risks from false positives, and have slow decision-making processes

Solution

AI overlays like SensaAI for AML enhance AML transaction monitoring by detecting anomalies that might be overlooked by existing systems. They differentiate genuine risks from false positives with intuitive diagrams and extensive reference data points. AI enhances operations by automating manual tasks, thus improving efficiency and enabling seamless collaboration between AI and rules-based systems

Benefits

- Increased efficiency for investigators and teams
- Harmonious integration of AI and rules for enhanced monitoring
- Faster and more accurate decision-making

Sample Case Study

Absa bank reduced false positive alerts by 77% when using SensaAI for AML, and found many potential new risks faster with a hit rate of 10.5%, significantly outscoring the previous rules-only method. SymphonyAI and Absa bank's collaboration earned them an ICA Compliance Award for their efforts

Enhanced data aggregation: A holistic view of risk

Problem

Global banks face challenges in maintaining a comprehensive view of transactions and risks across various offices and business units

Solution

An AI overlay centralizes data from disparate systems, providing investigation teams around the world with a holistic view of risks and ongoing cases. Tools like the AI-powered Sensa Copilot assist in searching data, generating case summaries, and compiling information into SARs — improving operational management and performance, creating a more efficient and productive workforce

Benefits

- Improved data accessibility and aggregation
- More efficient and productive workforce
- Improved team performance and enhanced oversight and control

Payment fraud: Real-time prevention

Problem

Fraud prevention can be inefficient and slow, often failing to detect fraud in real-time

Solution

A payment fraud overlay integrates directly with a company's payment ecosystem. It uses a combination of customer-driven and AI machine learning models to perform real-time fraud detection and prevention, assigning risk scores and enabling immediate decisions (e.g., hold, release, or investigate payments)

Benefits

- Real-time fraud detection and prevention
- Enhanced accuracy with behavioral profiling
- Immediate decision-making for improved security

Sanctions screening: Scan watchlists in milliseconds

Problem

Existing sanctions screening tools often produce many false positives and may lack accuracy and speed

Solution

AI overlays like SensaAI for Sanctions enhance existing screening tools by using AI to structure unstructured text and extract relevant information. This information is processed with advanced matching algorithms to deliver accurate real-time risk scores that highlight high-risk alerts and a clear audit trail for decision-making transparency

Benefits

- Increased match accuracy and reduced false positives
- Enhanced risk assessment and decision-making confidence
- Provides a clear audit trail for transparency

Sample Case Study

A large American bank needed a solution that could efficiently handle its significant screening demands. By using SensaAI for Sanctions, they processed 100 million customers in just 2.5 hours (more than any other competitor)

Generative AI assistant: Accelerated, accurate investigation

Problem

Financial institutions deal with overwhelming amounts of data, making it difficult to extract and analyze information quickly and efficiently

Solution

Generative AI assistants like Sensa Copilot (as part of Sensa Investigation) enable efficient data retrieval, pattern visualization, and provide information in the required format (documents, graphs, etc.). A generative AI overlay helps identify patterns beyond rules-based systems, significantly advancing financial crime prevention

Benefits

- Accelerated data analysis and investigation processes
- Accurate and efficient pattern detection
- Enhanced investigator effectiveness and productivity

Sample Case Study

A large European bank started using Sensa Copilot as part of their Sensa Investigation case management solution. They saw average potential effort savings of 20% across level 1 and level 2 investigations

KYC/CDD: Perpetual customer profiling

Problem

Traditional KYC/CDD processes are static and infrequent, potentially missing changes in customer risk profiles

Solution

A KYC/CDD overlay would support perpetual KYC (pKYC) by continuously reviewing customer profiles (rather than on a 1-, 3-, or 5-year basis). Alerts are generated for risk level changes with explanations, and a generative AI copilot like Sensa Copilot offers strategic recommendations, case prioritization, and rapid information retrieval to enhance understanding and proactive compliance management

Benefits

- Continuous and dynamic customer profiling
- Proactive compliance management
- Improved understanding and risk detection

AI integration into pre-existing solutions offers many opportunities for enhancing efficiency and effectiveness in financial services. By incorporating AI overlays, organizations can significantly improve existing systems without the need for complete overhauls. As the financial landscape evolves, the adaptability and scalability of AI overlays ensure that institutions can stay ahead of emerging challenges while maximizing the value of their current infrastructure.

What questions to ask and what to look for?

When researching how to integrate AI into your organizational processes, sales teams will undoubtedly offer the words that you want to hear.

It's important to look beyond this to uncover the capabilities that really matter:

Compatibility

Does the overlay work with your software? It's no use working through the RFP (request for proposal) responses to discover that the overlay being pitched won't work with your current setup. In addition to this, it's important to know that even if it does work with your software, it needs to work well with any difficulties resolved before commencing its use with your systems. This is vital for seamless integration as it maintains operational efficiency and reduces potential disruptions or the need for costly modifications.

Scalability

Any overlay that a company implements must be scalable, which is crucial for ensuring maximum adaptability in response to evolving organizational needs and growing demands. When a solution is scalable, it can handle increased demands and workloads and an expanded user base without compromising performance, allowing a bank to stay flexible and agile within the marketplace. This flexibility also avoids high costs associated with switching solutions if a current provider can't scale as needed and supports long-term planning that aligns with strategic goals. The result? Enhanced efficiency, better resource management, and sustained growth.

User-friendly interface

It's no use installing the finest software only to discover that it is unusable due to difficult-to-understand workflows, an unfriendly design, and hidden features and buttons. When researching overlays, a user-friendly interface is extremely important, especially if it makes it easier to work with your current software. Not only will the overlay make teaching key personnel easier, but it will also make them more productive in the future. This all adds up to a faster, more reliable way of working. When an overlay is intuitive, it also improves morale - no more frustration at having to consult the help section.

Regular updates

Regular updates of any overlay are vital to ensure that your software continues to run to the standards that you expect. Additionally, it is important that your organization can keep pace with industry developments, especially in areas of significant change (as seen with the fast pace of AI integrations). Beyond benefits for teams using overlays, regular updates also make sure that bugs are corrected, any security problems are patched quickly, and that ongoing support will be available should anything go wrong. By asking the developer for future plans, buyers can understand the current roadmap and see how such an overlay won't just be good for now but also in the months and years to come.

SymphonyAI Overlays

Sensa Investigation

Sensa Investigation is a single, enterprise-wide solution for all financial crime investigation needs, powered by generative AI. Detection-agnostic, Sensa Investigation is configurable to any use case, business unit, or asset class. It offers a unified, entity-centric view of risk and allows for 70% more efficient investigations. Importantly, it is available as an overlay to allow organizations to start using generative and predictive AI as soon as possible.

70%

more efficient investigations are enabled through a unified, entity-centric view of risk.

Because Sensa Investigation can work together with existing case management systems, it enables banks and financial institutions to enjoy the latest defenses against financial crime without having to replace the technology they are already using. Additionally, by focusing on AI capabilities post-processing – Sensa Investigation offers banks a regulator-friendly AI use case while opening further opportunities down the line for AI optimization.

Unlike other case management solutions, Sensa Investigation tackles many areas of anti-financial crime processes:

- **Investigator efficiency:** By making it as easy as possible for investigators to find and use the information they require to investigate cases and write reports, productivity is immediately enhanced
- **Entity centricity:** Sensa Investigation can be accessed by many departments meaning that different teams can have access to more relevant data, see what others are working on, and eliminate silos
- **Transparency:** Our technology provides complete transparency—users can see when a case has been worked on, who has been working on it, what they accessed, etc.
- **High standards:** This transparency ensures high standards across the board because every detail of a case and investigation is recorded and auditable

In short, Sensa Investigation consolidates enterprise-wide risk and compliance tech infrastructure, providing a single platform for managing all financial crime detection and compliance activities across different business units and asset classes.

This consolidation reduces complexity and streamlines operations, offering operational agility crucial for navigating the intricacies of financial institutions. Engineered to seamlessly handle extreme data volumes, the platform scales rapidly, catering to the dynamic needs of even the largest financial institutions.

Sensa Copilot

Sensa Copilot is a key component of Sensa Investigation. It harnesses the power of generative AI to source, summarize, and analyze data, freeing up financial crime investigators to focus on making informed decisions. It can interrogate all relevant sources including internal systems, third-party data, and curated web searches to collect information available on the activity of a suspicious entity.

Generative AI summarizes this information into an easy-to-understand, natural language narrative describing why an alert has been raised and what type of risk your organization faces. Investigators interact with Sensa Copilot via an intuitive, chat-style window and can use generated narratives to populate case logs and reports in a format that is easily explained to regulators— investigations follow consistent processes, and reports are composed in unambiguous, exact language, with every step fully auditable.

In this way, Sensa Copilot is not only efficient but also effective. It will accelerate investigations, but just as importantly, it will improve overall investigation quality, including disclosures. By having Sensa Copilot as an AI assistant, organizations can ensure that the investigator is taking recommended actions, seeing the most relevant information using generated narratives, reviewing the most credible web searches, and drafting consistent reports using generated report narratives.

SensaAI for AML

SensaAI for AML **is an overlay that strengthens existing AML transaction monitoring systems,** eliminating the need for a complete overhaul of current technology by arming investigators with powerful AI capabilities.

With seamless integration with an organization's existing setup, deployment is fast and painless with effortless integration of data from internal and third-party sources to immediately enhance understanding of entities and alerts. Alongside this, the overlay allows for uncovering suspicious activity that a current Transaction Monitoring System (TMS) has missed with advanced AI detecting complex anomalies in transactions, enhancing risk detection accuracy, and proactively identifying financial crime.

SensaAI for AML offers four distinct features that all financial institutions can benefit from:

- **Intelligent alerts:** Advanced analysis goes beyond rules-based detection methods to distinguish genuine risk from false positives, reducing overall alerts while increasing the identification of credible threats
- **Fast, explainable decisions:** Intuitive diagrams and extensive reference data points show why a potential alert is a false positive or if disclosure is needed, making decision-making quick and defendable
- **Increased efficiencies:** Offering streamlined operations and the automation of manual tasks alongside providing a holistic view of risk, efficiencies are much improved ensuring faster investigations and optimized alert management
- **Surface hidden connections:** Use existing data to immediately start detecting and visualizing hidden risk patterns using the power of machine learning

By using the SensaAI for AML overlay, organizations can stay ahead of ever-changing regulatory requirements and ensure ongoing compliance is made simple with model transparency meeting or exceeding requirements for explainability in all major jurisdictions globally.

SensaAI for Sanctions

SensaAI for Sanctions overlays your existing detection solutions to enhance matching capabilities with gen AI and predictive AI. The result is a **real-time AI upgrade for screening** with a seamless, streamlined process.

A customer's existing screening solution provides a 'match candidate' to the SensaAI engine. A 'match candidate' contains information about both the text that has been matched and the watchlist entry that it has been paired with.

For fast and efficient deployment, SensaAI for Sanctions has already been trained on proprietary synthetic data, meaning it knows what genuine and false matches look like. The result is that businesses immediately see benefits in the form of intelligent match scores that relate to their own data.

To analyze the match candidate, SymphonyAI's proprietary, industry-standard model performs on two levels:

1. **Using a language model to perform named entity extraction.** SensaAI structures the unstructured text, calculating a broad range of features about the match candidate (for example, sorting name from address, cargo ship from dance studio, etc.)

2. **Applying a pre-trained predictive AI model** which, by balancing all the information provided, calculates the probability of a match vs no match.

Unstructured data

AI Entity Matching

Searches through unstructured text and extracts the relevant data by understanding its **context**

Structured data

Predictive models

With **context** now generated, advanced matching algorithms have significantly improved performance

A response is provided to the customer's existing solution. The response contains:

- **The named entities identified** by our language model
- **The values and importance of the features calculated** by the model
- **The prediction (score and explanation)** of our predictive AI model (including a breakdown of how individual features contributed to the model score).

It's a simple, fast, and effective way to **boost sanctions compliance without having to start from scratch** with new software

SensaAI for Sanctions can maximize investigator effectiveness

The SensaAI for Sanctions overlay can **maximize investigator effectiveness in four key ways:**

1. **Automating level 1 triage:** Alerts identified as false positives can be auto-hibernated, speeding up investigative processes

2. **Prioritizing high-risk alerts:** A high match score helps investigators easily prioritize alerts carrying a high risk, which can be presented at the top of the queue in the case manager

3. **Seamless workflow integration:** For each alert, an AI Score appears, presented within existing investigator case manager screens

4. **Easy-to-understand match explanations:** Readily accessible natural language explanations are provided with every AI score, allowing for an easy understanding of why an AI action has been taken on each alert

The early results from SensaAI for Sanctions show that it is transforming sanctions screening efficiency and maximizing financial institution compliance. **A recent proof of concept (PoC) yielded a 56% reduction in false positives,** and this number is constantly improving. More importantly, the overlay has seen **100% true positive retention** in the same PoC.

56%

reduction in false positives was yielded by a recent proof of concept (PoC)

100%

true positive retention has been seen by the overlay in the same PoC

Case Studies: Success Stories

Company A: Sensa Investigation

A large European bank operating in more than 10 countries across the continent has seen clear benefits in transaction monitoring when using Sensa Investigation. Alongside this, Sensa 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 Sensa Investigation.

Within the first few weeks of using Sensa Investigation, the bank was already seeing **average potential effort savings which amounted to enjoying an extra investigator for every ~4 employees.** A significant saving fuelling significant enhancements in team resources. **The financial savings are compelling too: roughly €3.5m per year.**

> We see the Sensa 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. They also added, upon seeing the Actions walkthrough, "It's difficult to not be excited”.
>
> European customer

Alongside these results and extensive vocal support, Sensa Investigation has also won awards:

- **Microsoft Partner of the Year for Business Transformation: AI Innovation**
- **The GenAI Initiatives Award from Chartis**
- **The AML Impact Award for Best Financial Crime Investigation**
- **Reporting Solution at the Datos Insights’ 2024 Fraud Impact Awards**

Company B: SensaAI for AML

Absa is one of the largest banks in Africa, working with a global client base. Keen to continue leading the industry with an innovative approach to anti-financial crime, **the bank wished to test the impact of AI on their teams’ productivity and risk reduction,** specifically using SensaAI for AML with their own dataset to test against their current transaction monitoring rules-based solution. These tests were designed to prove the likely positive impact of using AI technology across the company, from the efficiency and effectiveness of alerts to potential cost savings.

The outcome of using the technology **far exceeded expectations,** persuading Absa to further collaborate with SymphonyAI to fully implement the solution and roll it out to other jurisdictions across the continent.

Highlight results included

Reducing false positive alerts by 77%
while also capturing all suspicious activity found using their current transaction monitoring system

Discovering many potential new risks
which were filtered down to the 200 highest-scoring risks based on transaction amount, average score, and maximum score

21 new risks were identified quickly
versus a slower manual adjustment of rules or manual reporting methods. Alongside this, **the new risk identification hit rate of 10.5% was significantly more effective** than using rules alone

The project was so successful that the partnership **won an ICA Compliance Award.**

Company C: SensaAI for Sanctions

A large financial institution in continental Europe has embraced the groundbreaking capabilities of SensaAI for Sanctions to bolster their sanctions screening efforts. By leveraging SensaAI, the bank is not only enhancing its compliance framework but also redefining operational efficiency and productivity. Staying ahead of regulatory compliance is crucial for large banks, especially when it comes to meticulous sanctions screening.

The integration of the SensaAI for Sanctions overlay means that the bank can now process a significantly higher volume of transactions without compromising accuracy with advanced machine learning algorithms swiftly identifying potential sanctions violations, drastically reducing the need for manual intervention.

SensaAI's continuous learning capabilities mean that it is always adapting to new data and evolving regulations. This dynamic approach ensures that the bank remains compliant with the latest sanctions requirements, without the constant need for extensive retraining of staff or system overhauls. The AI's ability to learn from each interaction significantly cuts down false positives, saving valuable time and resources.

By adopting advanced technology, the bank is enhancing its regulatory adherence and positioning itself as a forward-thinking organization that prioritizes security and efficiency. This fortifies the bank's reputation among regulators and customers while also setting a benchmark for the industry, demonstrating the transformative potential of AI in enhancing operational workflows while maintaining strong compliance standards.

Getting started

AI overlays bring many benefits but where to begin when an organization wants to get started? As with any other business changes or additions, it helps to follow a process, with some suggestions provided below.

Assessment

Before taking any steps to improve anti-financial crime software, it always makes sense to run an assessment of what the organization already has, how it works, benchmark the current productivity of the team, and define what improvements you are looking for AI to deliver. Identifying areas for improvement and perhaps ranking them if there are more than one – and there probably will be! – helps to ensure focus when deep in consultation with potential vendors. Align potential overlays to the overall AI strategy of an organization, understanding and connecting them to the long-term goals of the company, and the overall vision.

Although overlays can provide all manner of improvements, it's important to be able to measure the impact of installing these solutions too, and identify any difficulties there may be in getting them live. It is always important to gain stakeholder buy-in too; receiving the support, commitment, and alignment of key stakeholders ensures a smooth execution of the plan and the ultimate success of the project.

Expert consultation

Once an assessment of organizational needs has been completed, a consultation phase with experts should occur. This should go beyond the broad 'wants' and address the specific 'needs' of the company and how teams will benefit from using AI.

Expert input also provides expectations – what an organization can and cannot expect from an AI overlay, as well as providing insight on realistic timelines and potential costs. Furthermore, experts will also be able to give guidance on running a proof of value (PoV), and how to interpret the results. E.g., What should be measured, what can be attained in the timeframe, and why certain results may or may not hold statistical significance.

Experts also have access to extensive knowledge of the market and research within the industry, as well as awareness of which pieces of software and AI overlays are winning awards and garnering excitement, such as Microsoft naming SymphonyAI Partner of the Year for Business Transformation: AI Innovation because of Sensa Investigation, or SensaAI for AML helping Absa win an ICA Compliance Award.

In short, consulting with experts at an early stage allows for agreement on project outcomes, which should ensure smoother operations at a later stage.

Implementation

For a smooth implementation and deployment of an AI overlay, it's best to follow a predetermined plan covering weeks and months.

This is known as a phased implementation, an example of which is presented below if a business were implementing SensaAI for Sanctions

Planning phase

Present SensaAI for Sanctions to those within your company who will be using it, including highlighting its many features. This is the perfect opportunity to explain how AI will be used within the wider AI strategy of the business, the many benefits the technology brings, and for setting goals. It is also an excellent time to ensure governance procedures are in place and that data quality is as good as it can be.

If anybody is looking to test SensaAI for Sanctions, that's possible too. It is straightforward to upload a historic dataset and run a DIY match test. Investigators can access the results and see the benefits for themselves. Integrate these insights into your operational workflow.

Low-impact use-case

Begin by integrating SensaAI for Sanctions into your existing system with a low-impact task like alert prioritization. This allows you to observe how the overlay functions without risking critical processes. As you become more comfortable, you can gradually expand its use to more complex tasks.

Establish governance and modeling

Continuously monitor the performance of SensaAI for Sanctions in a live environment to ensure it meets your expectations. Pay close attention to how well the software operates and addresses your needs and use the insights gained to make necessary adjustments and improvements. By iterating on the results, you can enhance the overlay's effectiveness and efficiency over time.

Notice the productivity savings

Observe the productivity savings achieved using the software, as it streamlines workflows. Implement processes that align with your established governance policies to maintain control and efficiency. For example, try automating the closing of low-priority alerts to reduce manual intervention, which not only saves time but also allows your team to focus on more critical tasks.

Enact ongoing optimization

Continuously seek opportunities to fine-tune and optimize the capabilities of SensaAI for Sanctions to stay ahead. Experimenting with optimization ideas regularly can introduce more improvements that enhance overall performance. Focus on refining the model's performance to ensure it meets evolving needs and challenges. This ongoing process will help to maintain the software's effectiveness and relevance in your operations.

SymphonyAI deployment teams go further than these phases, viewing any implementation of a product as a collaborative endeavor. Dedicated to helping organizations succeed, personalization, gap and workflow analysis, tech assessments, and training are all offered to ensure that financial institutions have key concerns addressed as soon as possible and that they are using the powerful AI-powered overlays— Sensa Investigation, SensaAI for AML, and SensaAI for Sanctions— to their full potential.

Allow the overlay and its results to speak for themselves. Delivering on the promised outcomes will build trust among your team members and make the organization stronger, creating a supportive environment ahead of the next big technology rollout in the future.

Conclusion

It's clear that AI overlays offer many benefits to financial institutions wishing to keep up with the changing face of the industry and regulations, without needing to authorize a wholesale change of technology within the company.

In summary, the business benefits are as follows:

- **Efficiency boost:** AI overlays enhance productivity by improving existing software, automating tasks like data searches and writing SARs, and enabling faster investigations, improving productivity by up to 70%
- **Cost-effectiveness:** Overlays allow institutions to improve current systems without the high costs of new software and retraining staff. SaaS overlays offer a more affordable, pay-as-you-use model, leading to a better return on investment (ROI)

- **Competitive edge:** Overlays integrate state-of-the-art technology such as AI, keeping organizations ahead of competitors. This ensures institutions stay updated with the latest technological advancements for meeting changing regulations without the need for a complete overhaul of existing systems
- **Scalability:** They are designed to grow with organizational needs, handling increased workloads and user bases without compromising performance
- **User-friendly interface:** Overlays augment current software with intuitive interfaces that reduce training time and improve productivity, leading to a happier and more efficient workforce
- **Regular updates:** Ongoing updates ensure the software remains current, secure, and efficient, accommodating the fast-paced changes in the industry, and allowing internal IT teams to focus efforts elsewhere

Overall, overlays provide significant improvements in operational efficiency, cost savings, competitive positioning, and regulatory compliance, making them a vital component for modern financial institutions.

SymphonyAI offers three overlays currently:

- **Sensa Investigation** – Detection-agnostic, Sensa Investigation works alongside existing investigative solutions delivering up to 70% more efficiency. Encompassing AML, sanctions, KYC/CDD, and fraud skills, it provides configurability, full transparency, and auditability. It also features Sensa Copilot, an intuitive chatbot assistant that applies the power of generative AI to source, summarize, and analyze data from all available sources, freeing up investigators to focus on making critical decisions.
- **SensaAI for AML** - Strengthen existing systems and eliminate the need for a complete overhaul by arming investigators with powerful AI capabilities. Enhance rule-based detection methods and identify the latest criminal behaviors targeting your business and its networks, all while significantly reducing false positives.
- **SensaAI for Sanctions** – Overlay your existing detection solutions to dramatically enhance matching capabilities with gen AI and predictive AI that analyzes and structures previously unstructured text and significantly reduces false positives. The result is a real-time AI upgrade for screening with a seamless, streamlined process.

Contact us to find out more and book a demo.

About Us

SymphonyAI, 2024 Microsoft Partner of the Year for Business Transformation – AI Innovation, is building the leading enterprise AI SaaS company for digital transformation across the most critical and resilient growth verticals, including retail, consumer packaged goods, finance, manufacturing, media, and IT/enterprise service management. SymphonyAI verticals have many leading enterprises as clients. Since its founding in 2017, SymphonyAI has grown rapidly to 3,000 talented leaders, data scientists, and other professionals. SymphonyAI is an SAIGroup company, backed by a $1 billion commitment from Dr. Romesh Wadhwani, a successful entrepreneur and philanthropist.

SymphonyAI provides AI-focused SaaS solutions developed from the ground up for fighting financial crime. An end-to-end offering compiled from more than 25 years of knowledge in tackling money laundering and fraud, our award-winning product ecosystem comprises an innovative and modern approach to financial crime investigation using world-leading predictive and gen AI. From KYC/CDD and transaction monitoring through to payments fraud, entity resolution, and sanctions, PEP, and adverse media screening, SymphonyAI is a trusted name in finance technology with more than a third of the world's top 100 banks enjoying the power, efficiency, effectiveness and productivity that our solutions provide.

Learn more at www.symphonyai.com

Recent Awards

Forrester WAVE LEADER 2025 Anti-Money-Laundering Solutions

ICA Compliance Awards 2024 Europe – Technology Partner of the Year

Microsoft 2024 Partner of the Year – Winner AI Innovation Award

fintech Awards London – Winner – SymphonyAI RegTech Company of the Year

2024 AIFINTECH 100

2025 FINCRIMETECH 50

Chartis Financial Crime and Compliance50 2024 – Symphony AI GenAI Initiatives

Asian Legal Business ALB Pan Asian Regulatory Awards 2024 Winner