

INTRODUCING THE ACCENTURE SURVEILLANCE AS A MANAGED SERVICE

With the mounting importance of Surveillance, financial services firms should take steps to adopt more innovative ways of providing value – adoption of Artificial Intelligence and the move to Third-Party Managed Services have become increasingly popular among firms.

Did You Know?



53% of Accenture 2018 Compliance Risk Study respondents view surveillance as a top three strategic initiative over the next 12 months and 45% ranked it among their top three within the next three years.



Nearly 50% of study respondents plan to use surveillance tools as part of their Compliance operating model in the next 12 months with Artificial Intelligence becoming the focus in the next three years.



84% of respondents agreed that “Surveillance Agent” will become a main role for Compliance within the next three years.



43% of respondents currently use a Third-Party Managed Service to fully or partially complete their surveillance function and a majority intend to use third parties for surveillance within the next three years.

Source: Accenture 2018 Compliance Risk Study

Surveillance as a service brings a flexible resource model, a curated technology platform, and services that transform the function using effective Surveillance tools. The Accenture Surveillance as a Managed Service is built on Accenture’s Insights Platform.

How Accenture Can Help



Surveillance Strategy & Target Operating Model (TOM) Definition, Adoption & Effectiveness



Technology Assessment & Vendor Assessment



System Implementation & Data Quality Improvement



Compliance & Surveillance Analytics (Accenture Digital Partnership)



Academic Research

The Accenture Surveillance as a Managed Service Engagement Models

Accenture offers a range of options for financial services clients, including Foundation Services to support short-term objectives and planning. Also offered are three engagement models to improve surveillance efficiency (Subscription and Center of Excellence - CoE).

Tactical Efficiency Gains		Strategic Efficiency & Cost Reduction		
0.0 Foundation Services		ACCENTURE SURVEILLANCE AS A SERVICE		
<ul style="list-style-type: none"> Assessment Tactical improvements <ul style="list-style-type: none"> Data quality, Alerts filtering, MI Future state planning 	1.0 Subscription 	2.0 Business Support COE 	3.0 Advanced COE 	
	Process and Technology			
	<ul style="list-style-type: none"> Short-term deliverables Acceleration of Surveillance book of work 	<ul style="list-style-type: none"> "New" Surveillance tools complement Legacy systems Managed Service for "New" Surveillance tools Legacy tools remain 	<ul style="list-style-type: none"> "New" Surveillance tools integrated in end-to-end process Process automation begins Legacy tools may be deprecated 	<ul style="list-style-type: none"> Surveillance operation transformed Processes automated Legacy tools may be sunset
People				
<ul style="list-style-type: none"> Consulting services support management objectives 	<ul style="list-style-type: none"> Surveillance staff skills up leveled through training Labor arbitrage for some roles 	<ul style="list-style-type: none"> Client Subject Matter Advisor (SMA) roles retained Select business roles considered for rebadging Skilled Outsourcing team 	<ul style="list-style-type: none"> Client SMA roles retained Skilled Outsourcing team 	

* 1.1-1.4 are Illustrative

Components of the Accenture Surveillance as a Managed Service Engagement Models

Clients can buy components to address their specific needs. The Starter configuration can be quickly onboarded. Additions can include Compliance Process Integration, Custom Analytical Services and Center of Excellence.

FLEXIBLE ENGAGEMENT MODEL	1.0 Subscription	2.0 Business Support COE	3.0 Advanced COE
CUSTOM ANALYTICAL SERVICES	■ KPI Dashboards	■ Model Tune, Enhance, Validate	
EFFECTIVE SURVEILLANCE TOOLS	<ul style="list-style-type: none"> Assess/Pilot Deploy Tool Support 	<ul style="list-style-type: none"> One or more of <ul style="list-style-type: none"> A. E-Comms* B. Voice* C. Trade* 	
ADVANCED DATA SERVICES	<ul style="list-style-type: none"> A. Data Privacy and Security B. Data Quality 	<ul style="list-style-type: none"> C. Data Integration D. Value-Added Data Sources 	<ul style="list-style-type: none"> E. Case Management Integration
ROBUST HOSTING	<ul style="list-style-type: none"> Accenture Insights Platform 		
Legend: ■ 1.0 Subscription ■ 2.0 Business Support CoE ■ 3.0 Advanced CoE *Indicative capability			

To Find Out More

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