



Global insurer expands partnership with SymphonyAI to strengthen global financial crime compliance

The company accelerates risk detection and operational efficiency with an enterprise-wide AI compliance solution.

Overview

One of the world's largest insurance companies was operating across multiple jurisdictions with complex regulatory requirements. With operations spanning across insurance, asset management, and financial services, the organization faced mounting challenges in maintaining consistent, effective financial crime compliance across its global footprint.

In 2023, SymphonyAI was selected by the IT side of the business to run the first phase of a pilot programme. Navigating through multiple stakeholders and various differing programme objectives, SymphonyAI's relationships expanded beyond just that one department, growing the partnership with the core business owners and signalling continued confidence in innovative, enterprise-scale compliance solutions as well as being a market-leading dependable partner.

The Challenge

The organization's incumbent compliance systems had become increasingly costly and difficult to maintain. Each system modification, which are often required to meet evolving country-specific regulations, resulted in multi-million-dollar projects, creating operational bottlenecks and delaying rollouts to high-risk regions.

The result was elevated risk exposure in countries still lacking robust screening programs, and a growing urgency to adopt a more flexible, scalable technology foundation capable of keeping pace with regulatory demands worldwide.

SymphonyAI Solution

The global insurer uses:

- AML Transaction Monitoring
- SensaAI for AML
- Watchlist Management (Name Screening and Transaction Screening)
- Customer Due Diligence (CDD)

Why was SymphonyAI chosen?

After a rigorous evaluation process, the organization chose SymphonyAI for its comprehensive and configurable financial crime compliance suite.

SymphonyAI's detection models - particularly those that are tailor-made for insurance - were recognized as key differentiators for strengthening the organization's financial crime compliance deployments.

A major deciding factor was SymphonyAI's

enterprise-wide licensing model and a shared programme vision to create a standardized deployment structure, which enabled a unified global rollout and eliminated the costly, country-by-country project structure. What previously required extensive customization per country is now reduced with a plan to create a standardized "Golden Copy" that is overseen by SymphonyAI and the group's compliance team to ensure all countries have a core, minimum level of compliance, drastically reducing implementation complexity.

Partnership and Progress

While the initial deployment is still underway, the partnership between the two organizations has been characterized by collaboration, transparency, and shared innovation. Both teams are working closely to lay the foundation for a global compliance infrastructure that combines operational efficiency with advanced detection capabilities.

Encouraged by early progress, the global insurance company has already renewed and expanded its agreement to include additional solutions like Transaction Screening, further integrating SymphonyAI's capabilities across the organization.

The Future

The partnership continues to evolve, with the organization committing to Professional Services work for the completion of the Golden Copy and supporting the first deployment into central Europe. A global rollout of the SymphonyAI solution will follow swiftly.

SymphonyAI and the insurance company are jointly committed to creating a world-class, AI-powered compliance ecosystem that enhances risk detection, reduces operational cost, and sets a new benchmark for financial crime prevention at global scale.

SymphonyAI is proud to be involved in this transformative journey, proving that with the right technology and collaboration, compliance can become a driver of resilience and trust.

Want to know more?

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

