



Large Nordic Financial Group removes 24,000 alerts and reduces false positives by 83%

The solution massively drove down costs and hugely enhanced productivity

The challenge

A large Nordic financial group, with billions of euros in assets, was looking to improve their transaction screening and transaction monitoring capabilities. **The institution wanted to significantly reduce their false positives**, which were one of the main causes of rising costs, and **implement a far more cost-effective solution**.

The difficulty was primarily concerned with matching techniques – i.e., how they could fine-tune their monitoring and screening solutions to spot fewer false risks without impacting the identification of genuine risks.

Not only would fewer false positives emerge, improving productivity, but the customer experience would be greatly improved.

SymphonyAI solution

SymphonyAI was brought in to offer a solution to all of the financial institution's challenges. Aware that the group was open to significant innovation regarding their approach to payment screening, SymphonyAI worked with the client to create a bespoke solution that covered all their challenges.

The result was a transaction monitoring and screening product that dramatically improved the institution's compliance processes. By enhancing matching techniques, false positives decreased dramatically.

The new implementation resulted in reduced costs for the group, an enhanced approach to risk and risk reduction, and greatly improved productivity.



The result

The SymphonyAI addressed the institution's challenges holistically, implementing a comprehensive approach that effectively eliminated key inefficiencies across its financial crime operations. By modernizing payment screening and embedding advanced intelligence into workflows, the solution not only resolved existing pain points but also established a scalable, future-ready compliance framework.

The impact was immediate and measurable. The introduction of an innovative payment screening system delivered an **83% reduction in false positives**, significantly easing the operational burden on investigation teams.

In parallel, the application of 15 targeted match exclusion rules to the highest-volume alerts **removed 24,000 unnecessary alerts**, driving substantial productivity gains and cost efficiencies across the organization.


83%

Reduction in false positives

The future

The financial group is always looking to improve solutions, safeguard customers, and enhance their approach to financial crime compliance, with the possibility of expanding the use of AI in leading conversations.

Improvements to current processes aim to future-proof the institution from a regulatory standpoint and support the group in continuing to identify and minimize financial crime risk.



Want to know more?

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