



Cracking the case: Sensa Investigation Hub 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 payments 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

Sensa Investigation Hub from SymphonyAI is a detection agnostic case management solution that connects and consolidates a customer's risk and compliance tech infrastructure to provide a single, subject-centric view for financial crime investigations.

The bank integrated the software into its systems within a broader financial crime and compliance enhancement project as they upgrade to SymphonyAI's latest version of NetReveal, testing out and benefiting from a generative AI-powered approach to case management.

The aim was to **align business and technical requirements** with the product roadmap, while also being able to **measure and capture the tangible enhancements** delivered by Sensa Investigation Hub, which includes Sensa Copilot, a generative AI assistant.



The result

The bank has seen clear benefits in transaction monitoring when using Sensa Investigation Hub. **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 Hub.

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 the Sensa Investigation Hub 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

With this initial phase complete, the bank is excited to be moving into phase 2 and seeing even more benefit from Sensa Investigation Hub. The team is expecting to finalize the use case soon, while also exploring how they can take advantage of upcoming additions in the Sensa Investigation Hub roadmap including:

Links Explorer

An Entity Resolution capability which maps networks of relationships between subjects and entities and their transactional flow of funds.

Integrated disclosures

A disclosure creation framework and jurisdictional templates (GoAML, etc.) that enables customers to develop regional reports.

Complex queries

Dig deeper into transaction information with enhanced Sensa Copilot querying, allowing data to be interrogated to a greater level of complexity.

Alongside these additions, the bank will expand their use cases to other areas including transaction screening, trade finance, and entity screening.

Want to know more?

Visit [SymphonyAI.com](https://www.symphonyai.com) to see how Sensa Investigation Hub can unify your enterprise-wide risk and compliance tech stack