



TMF GROUP
Case Study

BACKGROUND

About TMF

TMF Group was founded in the Netherlands in 1988. Over the next 20 years it expanded rapidly across the world culminating in 2011 in its merger with Equity Trust, an established global leader in trust and fiduciary services.

Today TMF Group operates in more than 120 offices in over 80 countries and employs more than 6,000 qualified accountants, lawyers, corporate secretaries, HR and other professionals.

The logo consists of a solid red square. Inside the square, the letters 'TMF' are written in a large, bold, white, sans-serif font. Below 'TMF', the word 'GROUP' is written in a smaller, white, sans-serif font, with each letter spaced out.

TMF
GROUP

Goals: TMF saves 60% time on the Transaction Monitoring with dynamic workflow process with paperless eco system.

TMF Group needed to view historical information and account profile to provide a whole picture of their clients well-structured business process model which simplifies complexity of their client's transactions, activities involved risk, compliance, Residential Country, FAFT, CPI, Risk Rating.

TMF wanted to automated their transaction monitoring processes without human prone error and provide compliance efficiently. Also TMF wanted to manage all their transaction monitoring processes on one single safely platform.

Challenges

- From beginning to starting build up DCD (Digital Client Dossier) and continue keep up to date,
- Monitoring all client relations, trade parties and other relatives,
- Monitoring all transactions cash and non-cash,
- Each step of auditing laws & regulations and procedure were manual,
- One single solution for all regulatory work (Audit, Transaction Profiling, etc)
- Reducing e-mail circulations and paper works,
- Flagging for critical watching out issues,
- Registering all activities related clients,
- Reducing time for activities.

SOLUTION OVERVIEW

With based on registrations requirements TMF Group completes all processes starting onboarding clients like CAF “Client Acceptance File” they are using CDD module of Emakin with combination of Compliance and Clients & Relations modules.

Emakin Transaction Monitoring (TM) provides tools for tracking all client information, relations and transactions, cash and non-cash operations need to be monitored and checked accordingly to TMC Group.

TMC Group manages and analyzes their customer interactions and data throughout the customer lifecycle with the goal of improving business relationships with customers, assisting in customer retention and driving growing relations details.

Emakin TM makes tailor fit processes for TMF Group. All their needing about transaction monitoring are provided with Emakin TM.

Results

Success

- Greater control over processes,
- All transactions are monitored by law & legislations way,
- Have automated standard operating procedures with TM application,
- Know your customer with all transactions,
- Get rid of confusion with Emakin TM and have easy grouping related transactions,
- Automate and standardize forms,
- Keeps all of information in one place safety and access is controlled,
- Access quickly transaction informations of their clients without searching in folders for hours and save their time,
- Get access to report of frame or transactions with few clicks,
- All works are completed on time,
- Prevented human prone errors,
- Tracking workflow steps,
- Prevented information gaps in the processes.