

SCHEDULE OF SERVICES



Synectics Solutions



WE TAILOR OUR APPROACH TO ADDRESS THE SPECIFIC CHALLENGES OUR CLIENTS FACE





## INTRODUCTION

Synectics Solutions provide leading edge data management and software services that help organisations harness the power of data so that they can make more informed decisions.

The solutions we build are hugely successful in helping our clients to manage risk, prevent fraud and financial crime, create more profitable customer relationships and meet their regulatory commitments.

Our Software-as-a-Service model enables us to accelerate the deployment of our solutions and removes the need for clients to invest in expensive hardware.

We are renowned in the markets we serve for our commitment to customer satisfaction and for the award winning levels of innovation that we have successfully delivered across many business sectors.

Thanks to our company culture, and the investment in the skills of our team and technology, we have continued our ability to leverage the very latest data techniques and technology for over 30 years.

We deliver highly configurable technology solutions that help fight fraud and financial crime across the world. This technology plays a significant role in the success of the businesses and organisations with which we work.

Our clients include the world's largest insurers, banks and financial service providers as well as start-up challenger banks, new-to-market insurers and Government organisations.

#### AN AWARD WINNING ORGANISATION















## OUR CORE CAPABILITIES



#### **CONSORTIUM DATA**

We are the leading fraud prevention agency in the UK and hold the largest consortium database of known fraud and adverse intelligence. We have vast experience of hosting and managing large collaborative data sets for many finance and insurance brands, as well as Government bodies.



#### SYSTEMS INTEGRATION

Ensuring that business critical systems connect to each other is crucial. Our experts ensure clients unlock the potential that marrying legacy with new innovative solutions holds for their business.



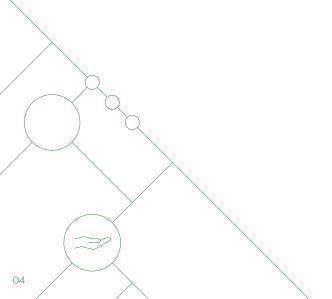
#### CERTIFIED DATA MANAGEMENT

Our experience and infrastructure helps clients organise and manage data so that it becomes one of their greatest assets. We have been fully certified with ISO 27001 since 2011. In addition we are a Cyber Essentials Plus certified company that also holds official Specified Anti-Fraud Organisation and Secure Environments (Level 5) accreditations from the UK Government.



#### SOFTWARE DEVELOPMENT

Synectics was founded upon our ability to collaboratively and innovatively solve software challenges. We continue to build complex, configurable, software solutions for some of the world's most renowned finance, insurance, automotive and retail brands, as well as Government organisations.



## WE PUSH EXISTING BOUNDARIES SO WE CAN DELIVER SERVICES THAT OUR CLIENTS SHARE OUR PASSION FOR



#### INTELLIGENT DATA ANALYTICS

Our data science team helps our clients to deploy a range of predictive analysis, machine learning and cognitive insight solutions to increase the effectiveness, efficiency and value of their data solutions.



#### APPLICATION DEVELOPMENT

We have a proven track record of developing successful enterprise level applications for a range of clients in multiple sectors across the UK, Canada, USA, Australia and Europe.



#### DATA ANALYSIS

We help our clients to harness the power of their data and discover the benefits of accurate analysis techniques, by tailoring software-as-a-service solutions to meet their business needs. This enables clients to drive true value from their data to remain competitive and agile in constantly evolving markets.



#### **BUSINESS INTELLIGENCE**

All of the applications and solutions we build require a range of workflow management, reporting and management information capabilities that will enable clients to ensure they are able to gain complete clarity of the information assets under their control. The business intelligence features we deploy enables key decision makers to find answers quickly to help them manage their teams and their business more effectively.

## APPROACH TO TRANSF APPROACH TO RISK MAN FINANCIAL CRIME AND F

Transforming your approach to risk and compliance.

WE PUSH EXISTING
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PASSION FOR

In the digitally disruptive world we live in data is the new currency. Traditional approaches to the management of information need to adapt if organisations are to capitalise on this source of value.

Our platform approach to financial crime and risk management transforms our clients' ability to unite disparate teams and remove the isolated data siloes that prevent them from leveraging the true value of their intelligence.

Our Software as a Service (SaaS) based platform provides a trusted, centralised environment that delivers accurate, timely and actionable intelligence throughout the entire organisation.

Our platform's Intelligence Hub, Data Marketplace and App Store can be integrated to deliver a fully converged financial risk and compliance management system. The platform helps organisations to reduce the cost of fraud, financial crime and compliance on their business – ultimately helping them to achieve their goals.



Accelerate your customer on-boarding process

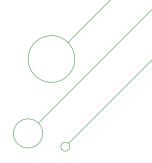


Align financial crime defence with your business objectives



Reduce the cost of regulatory compliance





# FORM YOUR AGEMENT, RAUD PREVENTION

#### **INTELLIGENCE HUB**

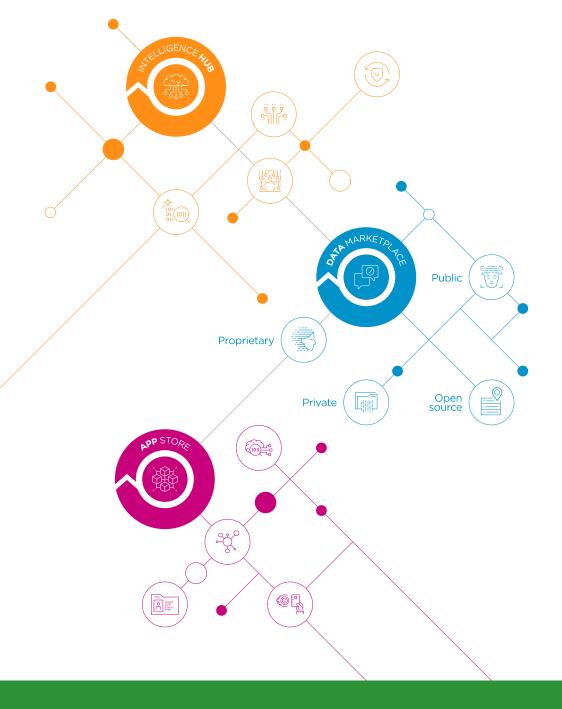
Managing data complexity, simply

#### **DATA MARKETPLACE**

Identify, authenticate and monitor customers with confidence

#### **APP STORE**

Turn information into actionable intelligence

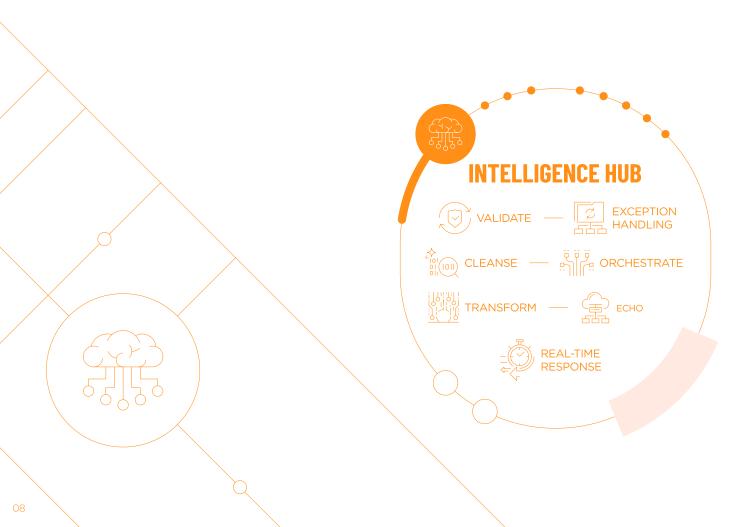


## INTELLIGENCE HUB

#### **MANAGING DATA COMPLEXITY, SIMPLY**

The Intelligence Hub forms the foundation of the Synectics' risk management, financial crime and fraud prevention platform. The Intelligence Hub provides a single, flexible solution on which to access multiple, third-party data sources, build and manage complex risk management strategies, then analyse responses in order to make accurate decisions. It enables the use of complex logic to orchestrate real-time responses, using the right data, at the right time, across a range of risk scenarios.

The Intelligence Hub allows organisations to perform a greater number of risk based checks, in real-time, at all points throughout the customer journey, without compromising on the level of detail or speed of response.





#### Additional elements of the Intelligence Hub include:



#### **TRANSFORM**

Transform structured and unstructured data from disparate data sources through the use of leading edge data techniques. Integrate, store and analyse for actionable business intelligence



#### **ORCHESTRATE**

journey, by making intelligent decisions on applications, at any stage of the application process, in real-time. Outcomes can be used to drive acceptance, refer or decline decisions in a more refined way. In addition, organisations have the ability to flex and adapt the Outcome Orchestration logic depending on new demands or strategy changes.



#### **EXCEPTION HANDLING**

Ensures relevant business logic can be applied to allow organisations to configure appropriate treatments for exception handling scenarios.



#### **ECHO**

The Echo service sends a real-time event notification to an organisation's wider systems when a manual change has been made to an application. This means that organisations no longer have to manually update wider systems when users are making manual adjustments to data. This can save time, avoid costly errors and help speed up the customer on-boarding process.



#### **VALIDATE**

Leverage a diverse range of data sources to detect errors and remove inconsistencies from data.



#### **CLEANSE**

Allows data to be cleansed, structured and formatted appropriately to ensure that it can be successfully used for data matching and other analysis purposes.

## DATA MARKETPLACE

## IDENTIFY, AUTHENTICATE AND MONITOR CUSTOMERS WITH CONFIDENCE

The more clients know about their customers the better they can make accurate risk assessments about them.

SWITCH ON ADDITIONAL DATA SOURCES AS YOUR RISK AND COMPLIANCE ANALYSIS NEEDS ADAPT OVER TIME Our Data Marketplace provides easy access to a wide variety of third-party intelligence sources to enable the enrichment of data to deliver more insight.

We have invested in building robust APIs with a wide range of leading global data providers enabling our clients to switch on a multitude of additional intelligence as the requirements of their risk or compliance analysis needs adapts over time.

### OUR UNIQUE CONSORTIUM DATA SOURCES

Uniquely, Synectics provides seamless access, through our platform, to two of the biggest public and private sector consortium databases, for the purposes of fraud and financial crime prevention – National SIRA and The National Fraud Initiative data set.



## NATIONAL SIRA



A truly unique and highly collaborative resource to defend against fraud and financial crime -National SIRA is the leading database of known fraud and adverse intelligence in the UK.





It encompasses nearly 300 million rows of data, holding information on confirmed fraud. The database is contributed to by over 160 organisations including; banks and financial institutions, insurers, retail companies and telcos.

National SIRA has helped identify and prevent over £5 billion from being lost to fraud for the forward thinking organisations who have pioneered and continued to contribute to this incredibly successful intelligence resource.

The data within National SIRA is updated on a daily basis by over 12,000 active users of the database. It is undoubtedly the most up-todate, comprehensive sources of known fraud cases within the UK finance sector.

Clients of Synectics continue to take advantage of the power of this resource to help them inform and improve their fraud and financial crime prevention capabilities.

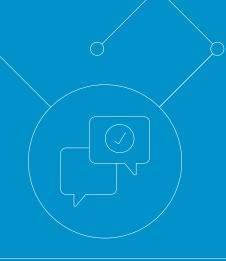




THE UK'S LARGEST CONSORTIUM DATABASE OF KNOWN FRAUD CASES



## DATA MARKETPLACE



Our platform's range of established APIs help speed up access to a wide range of leading global data providers to enrich intelligence and enable them to perform a range of risk and compliance analysis checks.

#### CIFAS FRAUD CHECKS

#### CIFA!

To enrich and enhance fraud investigations clients can access and integrate data from the Cifas national fraud database, which contains thousands of instances of fraudulent conducts and details of those that have been victims of fraud.

#### CLAIMS UNDERWRITING EXCHANGE

#### **EXPERIAN / CRIF**

Validation against the Claims Underwriting Exchange (CUE) dataset (which holds details of all motor, home and personal Injury claims reported to insurers) can be integrated via an automated web service call. Alerts can be used to highlight misrepresented claims histories, multiple claims and potentially fraudulent claims.

#### COMMERCIAL INSIGHTS

#### **EQUIFAX**

Gain insight into corporate and business customers to help deliver more robust and reliable lending decisions around credit and financial crime risk

#### **COMPANIES HOUSE**

#### **COMPANIES HOUSE**

Integrating this service provides automated validation against the Companies House register during loading or ad-hoc searches via byperlink click through



























#### **CRIMINAL INTELLIGENCE**

#### **NATIONAL CRIME AGENCY / METROPOLITAN POLICE**

This provides an automated validation against alerts and warning provided by the National Crime Agency and the Metropolitan Police, including Amberhill data, which details known false identification information.

#### **DEVICE AUTHENTICATION** AND REPUTATION

#### **IOVATION / THREATMETRIX / IBM**

Utilise third-party device intelligence to understand the digital identity and behaviour of your customers and highlight potentially fraudulent activity or anomalous behaviours.

#### DISCLOSURE OF DEATH REGISTRY INFORMATION (DDRI)

#### **GENERAL REGISTER OFFICE**

Automated verification against deceased records supplied by the General Register Office to support the fight against impersonation of deceased fraud.

#### **DOCUMENT VERIFICATION** YOTI / HOOYU

Verify Government issued documents from over 175 different countries for fast and efficient ID verification accompanied by a real-time liveness test to assure you are dealing with a real person during your customer on-boarding and customer due diligence process.

#### **ELECTRONIC IDENTIFICATION AND VERIFICATION** EOUIFAX/TU/SSL

Provide reliable, robust and instant customer validation and authentication using credit reference agency data and other data sources to identify thin-file customers.

#### COMPLIANCE SCREENING -PEPS AND SANCTIONS

#### **DOW JONES / OFAC / HMT**

Provides accurate, comprehensive and up-to-date matching for risk management and corporate governance in the areas of anti-money laundering, anti-corruption, payments compliance and commercial risk.

#### **ELECTRONIC BANK** ACCOUNT VERIFICATION **EQUIFAX/TU**

Quickly verify a customer's identity and confirm whether the bank account details provided are correct and valid before authorising any payments into an account.

#### **FMAIL AUTHENTICATION AND REPUTATION**

#### **EMAILAGE / TU**

Utilise a global network that unites industry-leading companies across the globe. Gain instant access to fraud signals associated with over 40 million unique email addresses connected to IP addresses, domain names, phone numbers and more.

#### **INSURANCE FRAUD BUREAU INTELLIGENCE INSURANCE FRAUD BUREAU**

Get access to organised fraud data via a generic data feed provided by the IFB on behalf of the UK's leading insurers.

#### OPEN SOURCE INTELLIGENCE **NETWATCH GLOBAL®**

Locate fully attributed social media profiles linked to contact information provided by a consumer for enhanced due diligence.

#### **TELEPHONE RISK** TU/PHRONESIS/TELESIGN

Access key information around consumer phone number(s) along with a risk score, to help identify false or compromised identities at any contact point in the customer lifecycle.

#### CREDIT REFERENCE AND AFFORDABILITY CHECKS

#### **EQUIFAX**

Flexible seamless access to Electoral Roll, County Court Judgements, Credit Account performance, Linked Address and more. The service can be provided via a link to a preferred credit reference agency and can be accessed on an ad-hoc or automated basis.

#### PERSON OF SIGNIFICANT **CONTROL AND ULTIMATE** BENEFICIAL OWNERSHIP

#### **DUN AND BRADSTREET**

Identify ultimate beneficial ownership of limited companies by control or ownership to comply with regulatory standards and identify potential money laundering or counter terrorist financing.

#### VEHICLE VALIDATION CHECKS

Verify the vehicle make and model as declared by the policyholder at point of inception of a motor insurance policy against DVLA records.

#### **VULNERABILITY REGISTRATION SERVICE**

Integrate intelligence on those customers registered as vulnerable to help prevent consumer detriment, avoid reputational risk and ensure appropriate customer engagement strategies are in place.

#### CHARITIES COMMISSION **CHARITY COMMISSION FOR ENGLAND AND WALES**

Contains data of all registered and removed charities in England and Wales as well as the Trustees of those Charities.

#### **INSOLVENCY REGISTER INSOLVENCY SERVICE**

Direct access to data from the individual insolvency, bankruptcy restrictions and debt relief restrictions registers.

#### ADVERSE MEDIA ENTITIES **DOW JONES**

The Adverse Media Entities (AME) database allows companies to guard against regulatory and supply-chain risks by providing high-quality data for quick and easy identification of companies associated with adverse media.



























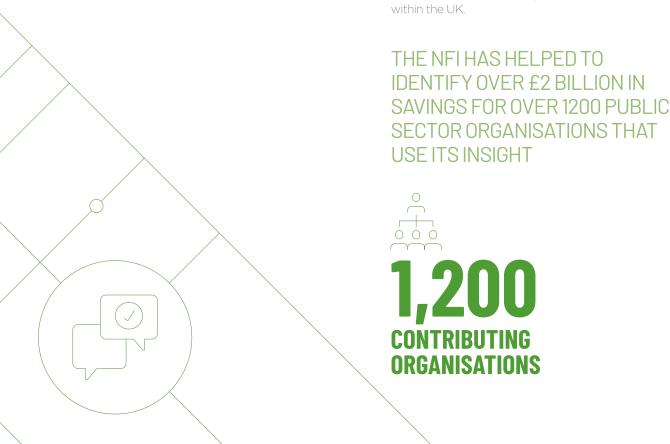
## NATIONAL FRAUD INITIATIVE

The National Fraud Initiative (NFI) is the UK Government's anti-fraud programme, designed to assist local authorities and other public sector organisations in preventing fraud and mistaken payments.

During its existence the NFI has helped to identify £2 billion of fraud or mistaken payments for the UK Government. Thanks to the relationship Synectics has built with the UK Government's Cabinet Office we can provide access to the NFI's data sources, via an API, to help improve fraud and financial crime screening, prevention and detection for private sector organisations.

By integrating NFI data into fraud systems, organisations are able to apply much more nuanced and tailored analysis techniques, to help identify specific types of fraud.

The NFI data is regularly updated and contributed to by 1,200 local authorities and public sector organisations. The data provides a comprehensive data footprint of all individuals within the LIK



































OCCUPATIONAL PENSIONS



PAYROLL



PERSONAL ALCOHOL LICENSES









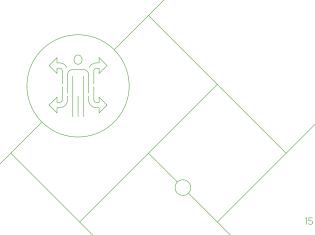






## £2 BILLION





## APP STORE

## TURNING INFORMATION INTO ACTIONABLE INTELLIGENCE ACROSS YOUR ENTIRE ORGANISATION

Our App Store enables clients to maximise the efficiency of how they manage their data driven activities within their organisation. Automated and continuous monitoring functionality is matched seamlessly with plug and play, highly configurable; workflow, case management, link analysis and predictive analytic techniques and functionality.

Our App Store provides clients with an effective and well proven range of software applications that enables them to tailor treatment strategies to outcomes that are aligned to their specific commercial strategy or risk appetite.

Clients can access leading edge, proprietary software solutions to aid workflow management, decision making, task and document management, network visualisation and predictive analytics.

In addition to this, we have a range of apps to enable clients to measure and track the success and effectiveness of their risk mitigation and compliance strategies.







#### FRAUD DETECTION AND PREVENTION

SIRA is UK's leading fraud prevention and detection solution and is helping over 160 financial organisations to reduce the impact of multiple types of fraud from impacting their businesses. With unique access to National SIRA, our SIRA application enables organisations to create a SW, integrated anti-fraud system that delivers a comprehensive and organised defence, unsurpassed by other solutions.



#### LINK ANALYSIS

Identify and prevent organised criminals from impacting your organisation by accessing our network visualisation suite to identify connections between entities in a visual format. With automated network builds and full integration with our wider platform, Orion is a market leading link analysis tool dedicated financial crime prevention.



#### PREDICTIVE ANALYSIS

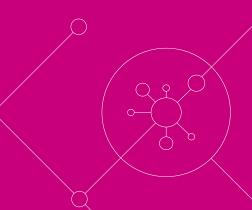
Secure the future of your business with the power of predictive insight. Our award winning predictive analysis and data science service, Precision enables clients to leverage a range of blended algorithms to help them apply a range of advanced data science techniques to improve the efficiency and accuracy of their risk assessment and screening activities.



#### CONTINUOUSLY MONITOR PORTFOLIOS

Continuously monitor portfolios foron-going financial crime risk, against a multitude of different industry leading data sources. With integrated due diligence tools and embedded case management, Sonar enables financial crime teams to effectively address risk as it occurs.

OUR APP STORE PROVIDES CLIENTS WITH ACCESS TO A HOST OF LEADING EDGE SOFTWARE APPLICATIONS



## **APPLICATIONS**



#### CASE MANAGEMENT

All activity and information related to a case can be captured and stored centrally using the Case Management application.

Outcome data and associated financial information can all be incorporated into a holistic interface that allows management information to be created and disseminated to key stakeholders.



#### DATA FILE UPLOAD

This service enables users to upload bulk data to the Stop File repository within the SIRA application, via a secure interface. This allows users to add intelligence from multiple sources at the same time, whilst eliminating the need to manually enter records on an individual basis.



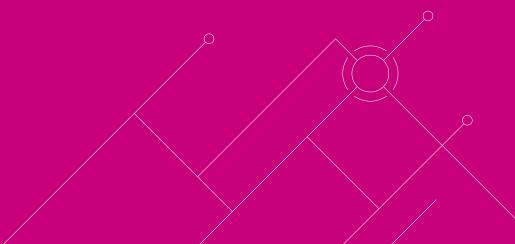
#### TRANSACTION MONITORING

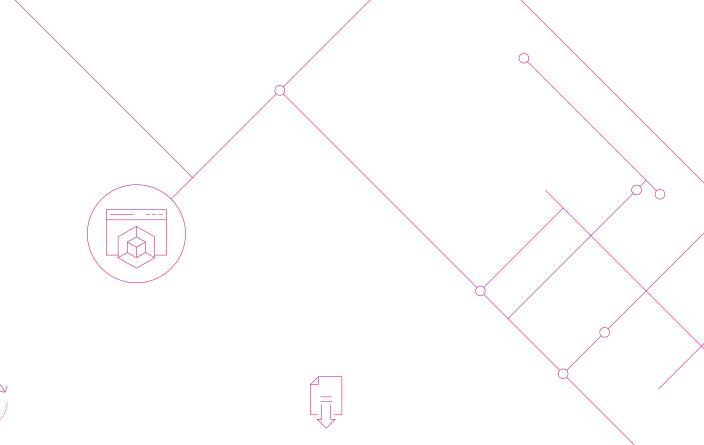
Users are able to apply fraud prevention and anti-money laundering screening on live accounts and the behaviour associated with these accounts. The application provides a customisable referral strategy through the deployment of user-defined rules, work queues, link analysis and predictive risk scoring.



#### **AUTOMATED LETTER MANAGEMENT**

Letter Production enables customised letters (which are utilised as part of ongoing investigations) to be produced and stored directly within the SIRA application. These letters can then be generated directly from referrals and relevant information can be auto-populated, resulting in efficiency gains for users.





**DOCUSTORE** 



#### **DISASTER RECOVERY**

The packages we offer provide varied recovery times to resume business as usual to your fraud prevention system, and different levels of tolerable data loss, prior to a declared disaster. Depending on your requirements for you can choose a solution that will suit the needs of your business and compliance regulations.



#### **AUTOMATED CUSTOMER REMEDIATION**

This application continuously monitors customer portfolios for on-going financial crime risk, against a multitude of different industry leading data sources. Screening can be tailored to an organisation's customer risk appetite and adapted based on regulatory changes.



#### UNSTRUCTURED DATA ANALYSIS

DocuStore enables users to attach an unlimited

number of documents to each referral to assist

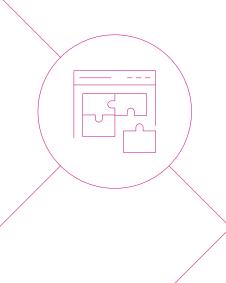
administration of investigation cases. The facility

helps to ensure that all documents that relate to

investigations that are all held in one place to make decision making and reporting much easier.

with the communication, collaboration and

Unstructured data analysis makes previously 'lockedup' documents fully searchable and open to analysis. This application helps identify key phrases, behaviours, trends and patterns held within documents, which can now be extracted to build a broader picture of high risk applications or claims.



## **APPLICATIONS**



### BROKER AND THIRD PARTY ENABLER SCREENING

This application allows the screening of panels such as insurance or mortgage brokers (or other third party enablers like solicitors) for clients who need to perform Know Your Business and Know Your Customer checks against any combination of intelligence from our Data Marketplace.



#### **EMPLOYEE VETTING**

Employee Vetting offers a flexible screening service which focusses on employee data, including staff and contractors. Employees can be screened on an ad-hoc or regular basis against any combination of data available in our Data Marketplace.



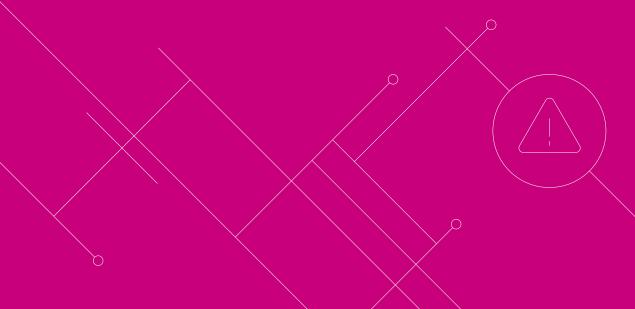
#### CIFAS AUTOFILE

Users of the Cifas Autofile are able to upload proven fraud cases to Cifas directly from the associated enquiry into applications like SIRA. Enquiry level details are automatically copied to the upload service reducing the time taken to complete the task.



#### REAL-TIME QUOTE SCREENING

Our Real-Time Quote Screening solution enables clients to identify fraud at the point of quote by analysing National SIRA adverse data. The solution is capable of screening several million quotes per day with service level agreements that return intelligent responses to wider risk evaluation systems.



## PUBLIC SECTOR APPLICATIONS



AppCheck is an application verification system, utilised by public sector organisations, that is powered by intelligence gathered as part of the National Fraud Initiative mandated exercise. Every application to your organisation brings a hidden risk that they're not who they say they are – or that they fail to declare all the relevant information that might affect their entitlement to a benefit, a service or employment.

AppCheck can help to reduce the number of fraudulent or mistaken claims, made by validating and authenticating an individual on application against one of the most sophisticated data sets available in real-time, at the point of application.



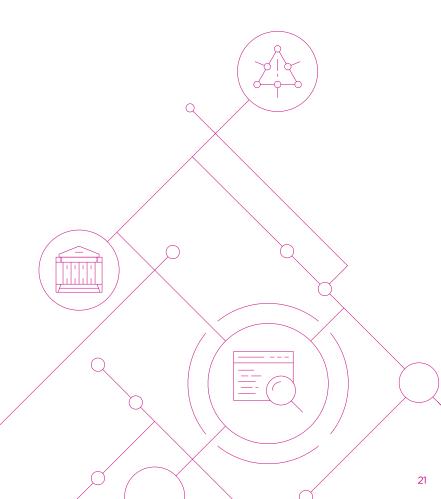
FraudHub offers a permanently accessible system with access to the NFI datasets that enables organisations to perform regular fraud investigations and data screening.

Access to FraudHub enables organisations to come together with other public sector organisations or authorities of their choice, typically within a geographical area, to share local intelligence and insight to help identify potential fraud.



ReCheck from the Cabinet Office allows local authorities to ensure they are up to date with any changes in customer circumstances, so payments or services are adjusted to prevent mistaken payments or fraudulent activity from occurring.

Checks can be made against over 20 data sets including council tax single persons discount data and deceased data to ensure claims are not still being made after a customer has passed away. In addition, pension data from private sector organisations can be screened against deceased data using ReCheck.



## CONSULTANCY SERVICES



We're uniquely placed to help identify risks and deliver effective solutions to combat financial crime. Our experts are passionate about helping to prevent fraud and financial crime in all its guises. The consultancy services we offer enable clients to explore new opportunities which could be beneficial to them and their business as they develop and maintain their financial crime strategy.







#### FINANCIAL CRIME ASSESSMENTS

The Financial Crime Intelligence (FCI) team provides Synectics Solutions with a financial crime knowledge base that encompasses a huge depth of industry expertise. The team play a critical role in helping our clients to understand the evolving nature of fraud and financial crime across both the finance and insurance sector.

The team's primary responsibility is to enable our clients to derive maximum value from their risk solution by providing a first class management information service. The team undertake in-depth analysis of the National SIRA database to produce fraud and financial crime trend reports. In addition to this they also manage the National SIRA audit programme and provide expert advice on decision rules analysis and configuration.



#### **OUTSOURCE DATA ANALYSIS**

Our discrete data analysis projects enable clients to leverage our expertise and capabilities in managing complex, large-scale data projects.



#### DATA INTEGRITY HEALTH CHECKS

Every organisation's financial crime or fraud

commercial objectives and approach to risk. We can help you to leverage the wide range

of analysis and functionality that our systems

and solutions offer to deliver on these needs.

strategy is unique and needs to align with

Data accuracy and relevance is key in creating a financial crime solution that protects your business. Our in-house data scientists and process engineers can help you manage data effectively to unlock its true value and avoid missing opportunities.



#### SYSTEMS TRAINING

We provide software training sessions to help your teams make best use of the technology we deploy on your behalf, and ensure you are getting the best value out of the solutions.

## SPECIAL INVESTIGATIONS UNIT

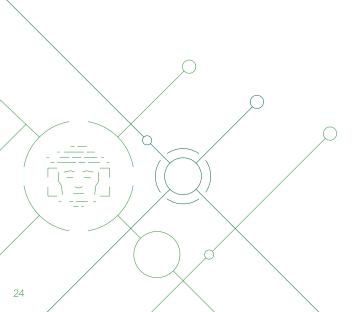
Specialist fraud investigations from the UK's leading fraud prevention agency.

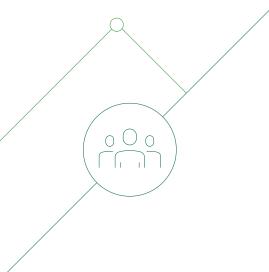


With over 30 years' experience in delivering fraud prevention and detection solutions to some of the world's leading finance and insurance brands, our team of investigation analysts have an unrivalled body of industry expertise that spans multiple sectors and helps businesses to understand the evolving nature of fraud.

Our Special Investigations Unit can help to relieve the burden of investigating large volumes of complex fraud cases by reducing the time it takes to assess and progress cases using their up-to-the-minute cross sector fraud knowledge, and access to the full range of Synectics' platform functionality. Our discrete data analysis projects enable organisations to leverage our expertise in data analysis and large-scale special fraud investigations.











## OUR PARTNERS

Partner with us. Let's reach new heights together.

We are always open to building relationships with like-minded organisations. Whether that means leveraging our knowledge and skills to enhance your customer offer, or working with us to continue to innovate, lead the market and grow together.

Our technology solutions can be fully customised to suit your requirements. With a strong infrastructure behind you, you can be confident of gaining market share, achieving competitive advantage and improving the way the world does business online.







## FLEXIBLE COMMERCIAL TERMS

We offer flexible terms and a range of financial models when we work in partnership. It's a dynamic world and we're all different.



### ACCESS TO OUR GLOBAL NETWORK

Partner with us and access our network of international clients and corporate partners.



## A WHITE LABEL SERVICE THAT CAN SCALE QUICKLY

Speed up your time to market and scale your business quickly by white labelling our products.



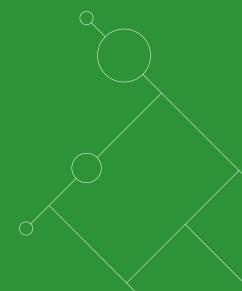
## INNOVATION AND COLLABORATION

There is no problem that can't be solved, work with our teams to identity the solutions to tomorrow's problems



## ENHANCE YOUR OFFER WITH OUR EXPERTISE

Work with our team of specialists and access their expertise, as well as our full range of software, tools and analytics.





#### PARTNERS WE WORK WITH

Here are just a few of the partners that we are delighted to be currently working with;









































Synectics Solution:



