

Service Catalogue

for Siron® Customers



Expert services around your Siron® applications

Take advantage of our expert knowledge of Siron® Anti-Financial Crime Solutions! Increase your productivity in the area of compliance, relieve employees and focus on core tasks again. We offer you comprehensive professional and technical services, value-added governance, and independent change services.

- Business Advisory Services
- Application Managed Services
- Governance Services
- Change Services

Business Advisory Services

Alert handling

Daily processing of all Siron® AML alerts including documentation according to legal requirements

Suspicious activity reports

Submission of suspicious activity reports (SARs) to the FIU in electronic form via Siron® AML Case Management, including documentation and necessary follow-up reports

Know your customer

Daily processing of all Siron® KYC alerts including supporting documentation

Internal SARs

Processing and documentation of internal SARs as well as feedback to the reporting person and active monitoring

Case Management

Processing all cases in Siron® Case Management and ensuring complete, active risk management

Downstream analysis and back testing

Analysis of internal SARs and other indications as well as evaluation with regards to an adjustment of the rules and the optimisation of audit procedures and trainings

Request for information

Recording and processing requests for information from criminal authorities and public prosecutors and analysing them for relevance to money laundering or terrorism

Contact person for investigating authorities

Support in responding to requests for information and taking over further communication with the authorities - including documentation

Contact person for employees

Answering staff queries and downstream documentation (if applicable also directly in Case Management)

→

Control activities

Regular implementation of the controls defined in the control plan, including results documentation and timely conducting process adjustments, trainings and raising awareness based on findings

Optimisation of the research system

Continuous updating and adjustment of the Siron® research system due to back testing results, regulatory changes, interface enhancements or findings from audits

Risk analysis

Revision and updating of the risk analysis as required but at least once a year, based on the risk analysis already available at the institute

Classroom training

Regular or ad hoc training of employees based on findings as well as regular addition of new parameters to the existing training concept

Data updates

Contact person for staff on how to properly deal with missing customer data updates

Internal instructions

Adaptation or revision of the instructions in the area of money laundering/terrorist financing/ fraud, as well as complete recast of the necessary instructions and their control with regard to implementation and compliance

Contact person for the internal audit department

Competent and reliable contact person for the internal and external auditors in the context of audit procedures

Reporting

Quarterly reports, jour fix, in-person meeting as well as the necessary annual report

Our services also include:

- Daily processing of the alerts of the embargo check dialogue
- Monitoring and auditing regarding compliance with, for example, Regulation (EU) No 2015/847 on information accompanying transfers of funds
- Taking over the function of MLRO/Group AML Officer
- Maintenance of the payment transactions reporting file
- If requested: takeover of auditing activity

Application Managed Services

System updates, patches, hotfixes

Taking over requested software updates and installations of necessary patches and hotfixes to close security gaps

Incident management

Quickly restoring normal service operations after an incident, minimising the impact on business operations, and maintaining quality

Change management

Controlling the lifecycle of all changes with the objective of enabling beneficial changes with minimum disruption to IT services

Problem management

Managing the life cycle of all reported problems in order to prevent problems and recurring incidents from happening, and to minimise the impact of such incidents that cannot be prevented

Continuous improvement

Addressing efficiency challenges and improving existing system landscape through continuous assessment and benchmark of services and scope

Request fulfilment

Implementation of your service requests, requests for continuous operations and agreed standard changes according to the defined solution scope and SLA

Monitoring

Monitoring of your production environment, ticketing identified issues, taking corrective actions, or proactively adjusting relevant parameters to avoid further issues

Engagement Management

Central coordination of all assigned application managed services and ensuring service provision in accordance with the service description in the statement of work

Governance Services

Governance reports and effectivity tests

FIU consultations, AML/KYC governance reports, stress tests and effectivity reviews for continuous improvement of processes and control mechanisms

CCO advisory services

Individual advisory to ensure group compliance policy making and governance around the existing anti-financial crime solution landscape

Forensic investigations

Support in complex disputes and regulatory investigations by preparing and analysing data for compliance-conforming, litigation-proof results (no legal advice)

Change Services

Vendor and system-independent consulting

Support with system and tool selection in the area of Anti-Financial Crime Compliance (AFC) organisation - from the required system scope to the selection of the appropriate licensing and pricing model

Identification and qualification of suitable software

Comprehensive advice on AFC solutions in the cloud and on-prem, including maturity checks and gap analyses for maximum investment security

RFI/RFP processes

RFI/RFP support through predefined functional and non-functional requirements library and vendor database

Introduction and adaptation of new systems

Project management for new system introductions and professional advice on necessary system adaptations

Migration support

Definition of migration packages with predefined mapping and transition scripts for smooth, reliable migration and low-risk cutover phase

Contact us:



+49 69 580045 6003



sales@msg-compliance.com

msg Rethink Compliance GmbH

Amelia-Mary-Earhart-Str. 14 | 60549 Frankfurt/Main | Germany | +49 69 580045-0
info@msg-compliance.com | www.msg-compliance.com

