

# DILIGENT

CUSTOMER DUE DILIGENCE **SIMPLIFIED**



**Highly configurable, digital  
customer due diligence solutions  
for onboarding, periodic and  
trigger event reviews.**

[diligentkyc.com](https://diligentkyc.com) | [sales@diligentkyc.com](mailto:sales@diligentkyc.com)

Member of  
  
**RegTech**

## WHAT WE DO

In a complex and demanding regulatory environment, Diligent enables financial institutions to embed fully compliant, digitally enabled customer due diligence processes to mitigate money laundering and financing of terrorism risks (AML/CFT) for any client across locations, while keeping employee and customer journeys simple.

The solution is risk based, modular, highly configurable and "ready to implement". Using the latest technology stack, industry-first functionalities and APIs for data sourcing, critical processes can be automated, resulting in upwards of 50% savings in cost of compliance.

Incorporated in Singapore and with presence in Australia, India and Europe, the products are developed by practitioners who have completely re-imagined the future of digital customer due diligence solutions.

## TEAM AND PEOPLE

We are a team with a great blend of professionals from global and regional banks, with experience in leading businesses, managing non-financial risks, directly overseeing customer due diligence operations and developing technology solutions for large organizations.

With a proven track record in remediating customer KYC files across retail, commercial and corporate banking segments and directly interacting with regulators, we have a clear understanding of what it takes to meet or exceed expectations.

The varied experience of our core team bound by a common purpose has enabled us to solve the unique process and system related challenges in managing financial crime risks.

Get to know us. The Diligent Team are happy to show you a demonstration of our suite of products. We look forward to working with you wherever you are.



**Global  
technology  
localised for  
regional  
policies and  
processes**

# WHAT WE SOLVE

Banks and Financial Institutions are faced with a challenge to digitally onboard and maintain relationships with customers, while complying with AML/KYC requirements. The challenge is daunting for non-individual customers, as the level of complexity is significantly higher. Data points and documentation requirements vary across different client types, countries and risk ratings. The challenge is how can Financial Institutions automate onboarding for new clients, perform periodic and trigger reviews while ensuring compliance with group & local policies and keeping the costs at sustainable levels.

# HOW WE SOLVE INDUSTRY CHALLENGES

Our solutions are highly configurable, ready to implement and enable you to generate a fully compliant KYC profile with minimum fuss. The system manages complexity while driving policy execution. Supports client self-service model to facilitate a truly digital non face-to-face journey.

## INDUSTRY CHALLENGES

### ADHERENCE TO POLICIES

Manual processes resulting in inconsistent error prone execution across locations



### MANAGING CONSTANT CHANGE

Frequent regulatory & policy changes resulting in manual workarounds & system change effort



### EVIDENCING DUE DILIGENCE

Maintained across emails, physical docs, multiple systems resulting in adverse audit outcomes



### EXPENSIVE ENTERPRISE SOLUTIONS

Significant investments required to implement solutions across client lifecycle



## DILIGENT RESPONSE

### SYSTEM DRIVES POLICY EXECUTION

Configured policies in system enable fully compliant digital customer and employee journeys

### ZERO CODE CONFIGURATION

Re-configure changes on the GO! Implement changes with no additional effort or cost

### ALWAYS AUDIT READY

Version controlled KYC profile of clients & connected parties across lifecycle

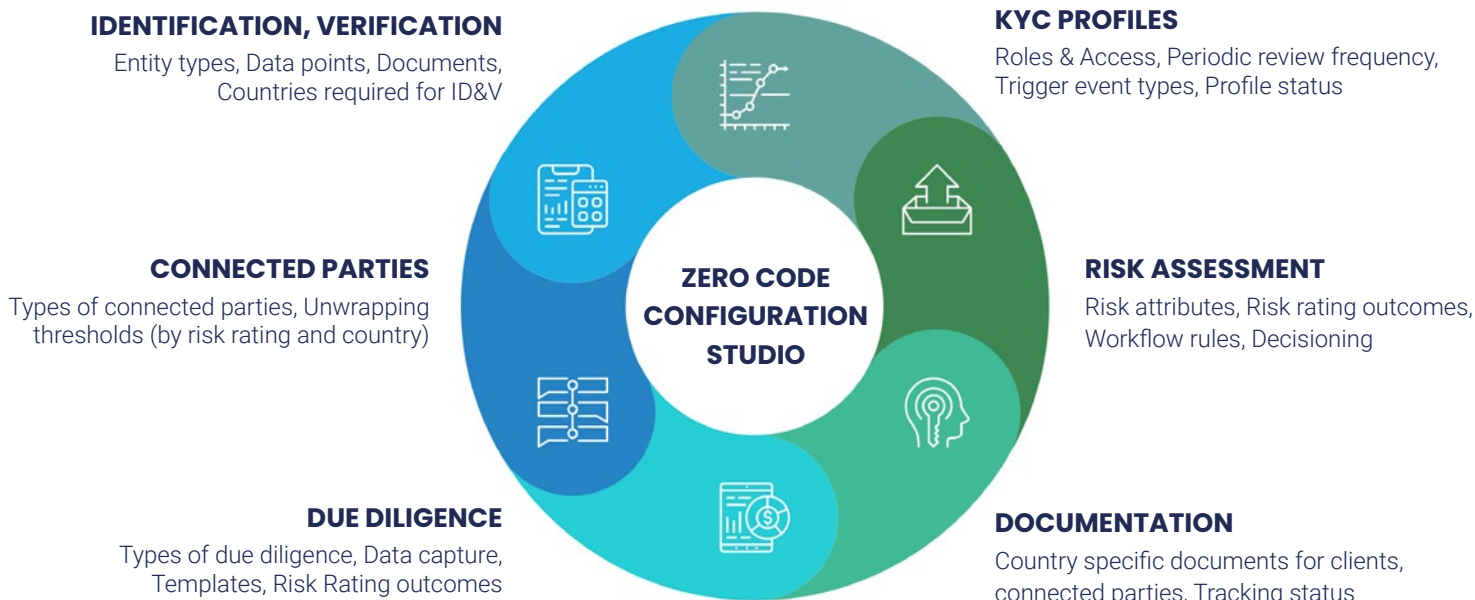
### FLEXIBLE PRICING OPTIONS

On Premise or Cloud based implementation enabling SaaS based pricing models

# DILIGENT PRODUCT DESCRIPTION

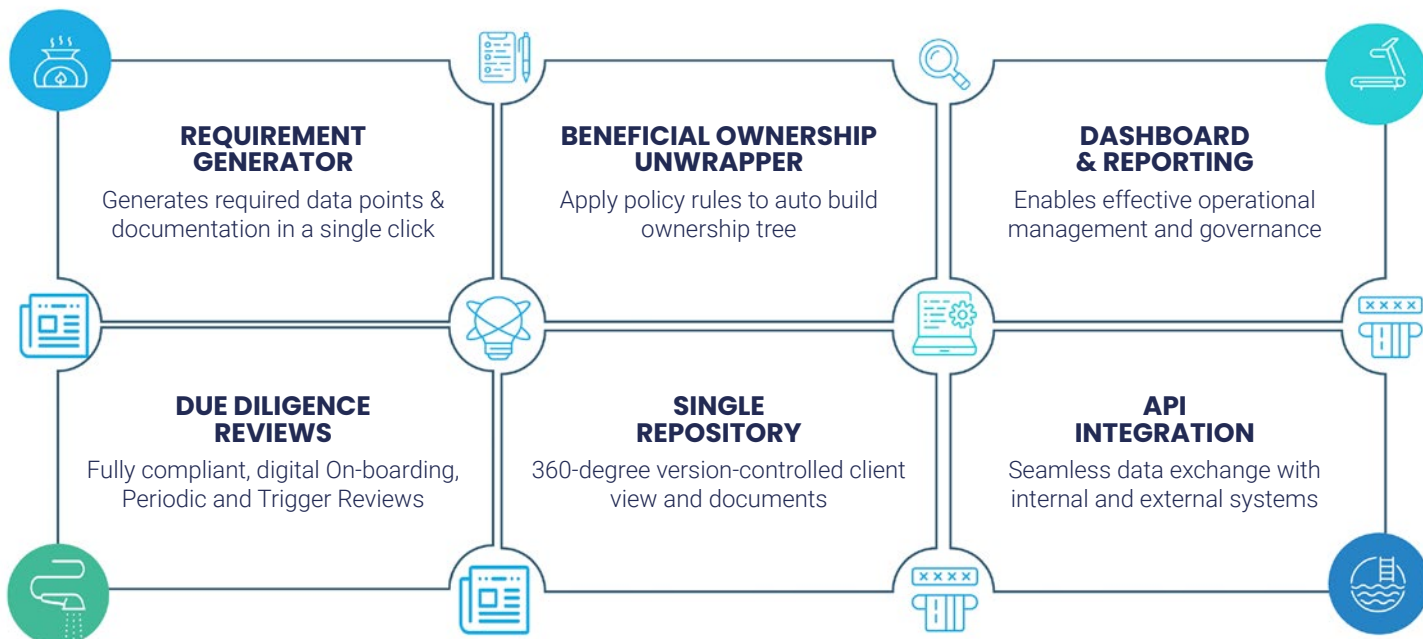
Diligent enterprise customer due diligence platform automates key processes to identify AML/KYC requirements, capture data, perform due diligence, risk assessment, maintain documents and finalise KYC profiles.


## CONFIGURATION STUDIO



The solution is “Configurable” and “Ready to implement”. This ensures faster implementation and easier operationalization of ongoing changes to regulations and policies. Key components of the solution are:

## DILIGENT SOLUTION COMPONENTS





Be always audit ready,  
with **system driven  
policy execution** and  
**version controlled  
KYC** profiles to ensure  
**full compliance.**

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## TECHNOLOGY

Micro services is the basic tenet of our technology architecture. This has enabled us to build an enterprise application as a suite of modular services, independently versioned, scalable and customer-focused with specific business goals. These services communicate with each other over standard protocols with well-defined interfaces. Our architectural principles include being loosely coupled, largely distributed, interoperable, configurable (multi-tenancy) and cloud agnostic. We integrate with other applications through an API gateway layer, which provides a single unified entry point enabling seamless data exchange. Our technology stack has been highly rated by leading consultants who have independently reviewed our platform.

## DEPLOYMENT

Diligent supports deployment “On Premise” or “On Cloud” and ensures data security based on industry standard protocols for data in motion and at rest.

Policies can be pre-configured by Diligent and fine-tuned by client’s compliance experts. Flexible configuration module enables deployment in 12-16 weeks. Data and business rules are owned by the Financial Institutions.

Diligent understands that return on investment needs to be realised at the earliest. Our flexible pricing models i.e. Subscription or SaaS pricing can be tailored to meet client’s needs.

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## **SINGAPORE**

#20-01,  
104 Amoy Street,  
Zip: 069924

## **AUSTRALIA**

Suite 330,  
585 Little Collins St.,  
Melbourne,  
Victoria 3000

## **INDIA**

#3 Ground Floor,  
Embassy Icon,  
Infantry Road,  
Bangalore  
Karnataka,56001

## **UNITED KINGDOM**

One London Wall,  
London EC2y 5EB

**REQUEST A DEMO TODAY**

[sales@diligentkyc.com](mailto:sales@diligentkyc.com)  
[www.diligentkyc.com](http://www.diligentkyc.com)

