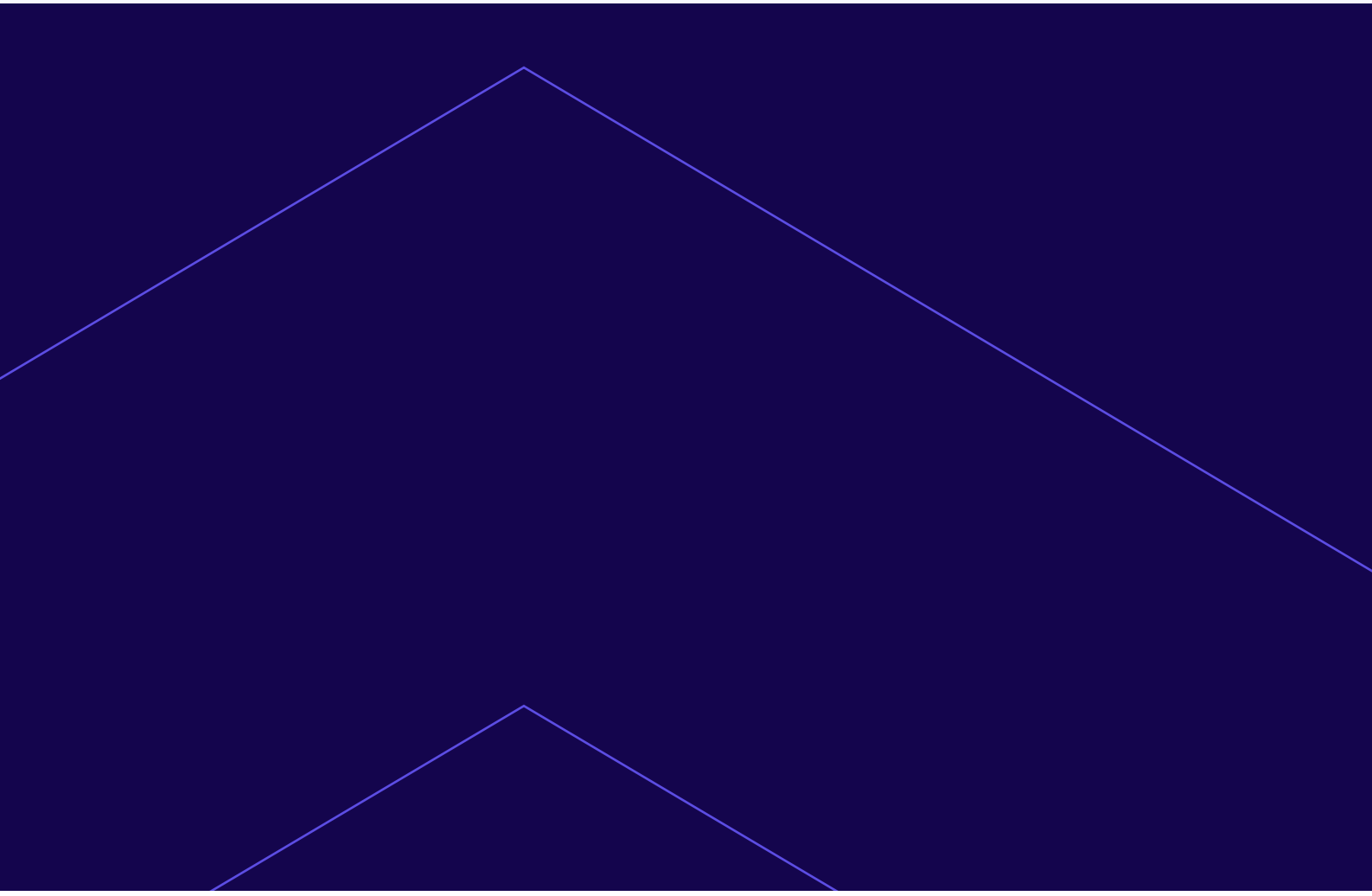
eastnets

zb Financial Holdings

Customer success story:

Modernizing AML Compliance: ZB Financial Holdings' Implementation of Eastnets SafeWatch AML



info@eastnets.com www.eastnets.com

OVERVIEW

Strengthening the AML Framework

ZB Financial Holdings, a leading financial services provider in Zimbabwe, offers a comprehensive portfolio of banking, insurance, and investment solutions. As part of its commitment to strengthening its Anti-Money Laundering (AML) framework, and aligning with both local regulatory requirements and international standards, it implemented Eastnets SafeWatch AML.

The initiative aimed to modernize transaction monitoring capabilities, enhance detection accuracy, and establish a scalable, centralized compliance environment capable of supporting the organization's growing transaction volumes and evolving regulatory obligations.

THE CHALLENGE

Manual Reviews and Fragmented Data

ZB Financial Holdings faced several operational and compliance challenges with its existing transaction monitoring processes:

- Dependence on manual and semi-automated reviews, slowing detection and investigation cycles
- Fragmented data across multiple systems, limiting a unified view of customer activity
- Difficulty identifying complex and evolving suspicious transaction patterns
- Limited flexibility to adapt to frequent regulatory updates
- Gaps in customer profiling and risk classification impacting monitoring effectiveness

The challenge was clear: move to a more robust, automated, and risk-based monitoring approach.

THE SOLUTION

Intelligent Transaction Monitoring with SafeWatch AML

ZB Financial Holdings implemented Eastnets SafeWatch AML, a comprehensive transaction monitoring solution designed to meet global compliance standards, aligned with business requirements and integrated seamlessly across systems. Key capabilities included:

- Automated Detection: Configurable monitoring scenarios, with a workflow that escalates detections into cases whenever suspicious activity is identified
- Centralized Monitoring: Integration with core banking and customer data systems
- Dynamic Risk Scoring: Based on industry best practice and ZB's internal policies, recalculated automatically whenever customer information is updated
- Case Management: Advanced case management and workflow automation to streamline investigations
- Reporting & Audit: Comprehensive reporting and audit capabilities to support regulatory compliance

THE RESULTS

A Proactive, Future-Ready AML Framework

The implementation delivered measurable improvements across compliance and operations:

Investigation Time: 40% reduction through near real-time monitoring and automated alerts.

Manual Effort: 50% decrease in manual review efforts, reducing operational workload and human error.

Data Quality: Improved through identification and remediation of customer profiling gaps.

Audit Readiness: Strengthened compliance readiness for audits and regulatory inspections.

System Availability: Over 99% availability through proactive monitoring, timely issue resolution, and efficient support.

ZB Financial Holdings now benefits from a proactive, scalable, and future-ready AML compliance framework.

> The implementation of Eastnets SafeWatch AML has significantly enhanced our transaction monitoring and compliance capabilities. The platform's ability to detect suspicious activities with greater accuracy, combined with its seamless integration across our systems, has improved both efficiency and risk management. The flexibility of the solution allows us to quickly adapt to evolving regulatory requirements, while the automation of workflows has streamlined our internal processes. The Eastnets team provided consistent support and practical guidance throughout the implementation, ensuring a smooth transition and effective adoption across our teams. This initiative has strengthened our overall compliance framework and positioned us to manage financial crime risks more effectively.
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> — Lawrence Hamudikindivona, Compliance Manager, ZB Financial Holdings

ABOUT EASTNETS

Eastnets is a global provider of compliance and payment solutions for the financial services sector.

Through our experience, expertise, and technology, we enable safe and secure participation in the global financial economy for over 800 financial institutions globally, including 15 of the top 50 banks and 22 of the world's central banks. For more than 40 years, we've worked to keep the world safe and secure from financial crime. We do this by helping our partners manage risk through sanction screening, transaction monitoring, analysis, and reporting, plus industry-leading consultancy and customer support.