Customer success story:

Precision at Scale: How Mastercard Strengthened AML Compliance with Eastnets

OVERVIEW

Modernizing Compliance for a Global Payments Leader

Mastercard Transaction Services EU, a key player in global payments infrastructure, continually invests in enhancing its AML compliance framework to stay ahead of evolving regulatory expectations. As part of this proactive approach, Mastercard partnered with Eastnets to upgrade from SafeWatch Filtering 4.0 to SafeWatch Screening 5.0, a next-generation solution offering enhanced real-time transaction screening, greater detection precision, and expanded scalability to support its global operations.

THE CHALLENGE

A Seamless Shift to Real-Time, High-Accuracy Compliance

Mastercard required a risk-free migration to SafeWatch Screening 5.0 that wouldn't disrupt its operations or compromise compliance during the transition. The project needed to:

- Support real-time, high-volume transaction screening
- Integrate fully with Mastercard's complex infrastructure
- Reduce false positives without sacrificing detection accuracy
- Ensure regulatory alignment under strict AML rules
- Provide robust user training and system validation

Given the scale and criticality of Mastercard's operations, the migration demanded a meticulous, phased approach.

THE SOLUTION

Collaborative Execution, Built for Scale

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Eastnets worked together with Mastercard to execute a structured migration plan that ensured both precision and continuity. Key steps included:

In-Depth Business Analysis: Eastnets evaluated Mastercard's specific compliance needs to tailor system configuration and align operational goals with regulatory requirements.

Rigorous Testing and Validation: Extensive pre-deployment testing reduced false positives and verified system performance under real-world conditions.

Comprehensive User Training: Mastercard's compliance teams were trained on new capabilities, including real-time list updates and improved match detection features.

Continuous Support: Post-migration, Eastnets provided hands-on support to fine-tune system performance and ensure smooth adoption.

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THE RESULTS

Stronger Compliance. Faster Transactions. Greater Confidence.

The project delivered measurable outcomes across operations and customer experience:

Enhanced Detection Accuracy: New screening algorithms significantly reduced false positives, improving the speed and quality of compliance decisions.

Real-Time Processing: Faster screening workflows enabled Mastercard to maintain high transaction throughput without compromising oversight.

Operational Resilience: The scalable system architecture ensured Mastercard could confidently handle increasing transaction volumes and evolving regulatory requirements.

Regulatory Confidence: SafeWatch Screening 5.0 positioned Mastercard to meet global AML standards with greater efficiency and precision.

With this upgrade, Mastercard not only modernized its compliance infrastructure; it reaffirmed its leadership in secure, scalable, and regulatory-aligned payments technology.

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Eastnets played a pivotal role in our successful migration to SafeWatch Screening 5.0. Their expertise and collaborative approach ensured a seamless transition, enabling us to enhance our AML compliance capabilities while maintaining operational continuity.

The new system has improved our detection accuracy and processing efficiency, allowing us to meet regulatory demands with confidence. Eastnets' commitment to excellence has been instrumental in reinforcing our position as a leader in secure and compliant payment solutions."

— Ramy Mansour | Vice President Legal Compliance

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.

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