



Customer success story:

Enhancing Compliance Integrity with Eastnets SafeWatch Screening

OVERVIEW

Strengthening Screening Accuracy and Real-Time Protection

Prime Bank, a leading Kenyan financial institution, set out to modernize its compliance framework by upgrading its sanctions and transaction screening environment. The bank aimed to reduce false positives, streamline decision-making, and improve operational efficiency while maintaining a fully compliant AML program.

Prime Bank also sought to integrate its screening processes seamlessly with core banking systems and digital channels, enabling faster, more reliable compliance operations. To achieve this, Prime Bank partnered with Eastnets to implement SafeWatch Screening (SWS).

THE CHALLENGE

Managing Screening Performance, Accuracy, and Integration

Prime Bank faced several challenges in maintaining an effective compliance framework:

- Performance issues affecting timely transaction screening
- High false-positive rates leading to unnecessary workload
- Limited integration with core banking systems and digital channels
- Manual workflows slowing down compliance processes
- Need for real-time detection of suspicious financial activities

The goal: Build a modern screening environment that delivers speed, accuracy, automation, and seamless integration across channels.

THE SOLUTION

Automated, Real-Time Screening with SafeWatch Screening

Eastnets implemented SafeWatch Screening (SWS), integrating both the File Scanner and Screening API to deliver real-time protection

across all key customer and transaction touchpoints.

Delivered capabilities:

- Automated delta and full file scanning for complete coverage with zero delays
- Real-time API screening for instant detection of high-risk transactions
- Advanced algorithms to improve screening accuracy
- Wire-stripping detection to identify suspicious patterns
- ISO 20022-compliant screening configuration to meet evolving standards
- Fully automated workflows reducing manual intervention
- End-to-end integration with Prime Bank's core systems and digital channels

With SWS, Prime Bank gained a streamlined, scalable compliance environment capable of supporting current and future regulatory needs.

THE RESULTS

Operational Efficiency with Full Compliance

The deployment of Eastnets SafeWatch Screening delivered tangible improvements to Prime Bank's operations:

Operational Efficiency:
Automated processes reduced manual work and streamlined compliance tasks.

Enhanced Visibility: A consolidated platform improved monitoring and decision-making for compliance teams.

Comprehensive Real-Time Screening: Every critical touchpoint is covered, minimizing missed alerts.

Stronger Risk Control:
Advanced detection and filtering techniques improved oversight.

60% Reduction in False Positives: Significant drop in false-positive rates after go-live.

80% Performance Enhancement:
Faster processing, improved system utilization, and fewer operational delays.

With Eastnets' solution in place, Prime Bank now operates with greater confidence, speed, and regulatory assurance, supporting compliance integrity while enabling business growth.

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Eastnets has helped us significantly improve our compliance performance and operational efficiency. The enhancements in screening accuracy and processing speed have strengthened our risk management framework and allowed our teams to focus on higher-value activities.

— John Muteru, Prime Bank Limited

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.