IBM Customer Lifecycle Management with Fenergo V8.7.3 enables financial institutions to transform how they manage clients and financial data, bringing faster onboarding, improved KYC and AML compliance, and accelerated discovery of financial crimes risks

Overview

IBM(R) Customer Lifecycle Management with Fenergo V8.7.3 is a full-process platform for financial institutions that enables them to transform how they manage clients; from initial onboarding, to regulatory compliance across multiple jurisdictions and industry segments, to client data management, ongoing due diligence, and reviews. Purpose-built by IBM and Fenergo, a third-party leader in client lifecycle management, Anti-Money Laundering (AML)/Know Your Customer (KYC) compliance, and client data management solutions, and combined with IBM Watson(R) technology, this solution is designed to help financial organizations accelerate discovery and mitigation of financial crimes risks from money laundering, fraud, human trafficking, terrorist financing, and sanctions throughout the customer lifecycle.

Build confidence in client financial data and relationships

Onboard customers faster and improve time to revenue. Customer Lifecycle Management with Fenergo provides a full-process orchestration management tool that manages all subprocesses and workflows that must be implemented to bring a client from initial sign up through to all the various stages of approvals and requests for information, and perform data refreshes, and conduct ongoing due diligence on customers.

Increase the rate of Straight Through Processing (STP) in onboarding. Customer Lifecycle Management with Fenergo is designed to improve STP by automating workflow rules to eliminate data entry or human errors by re-using data and streamlining key lifecycle processes, saving time and human effort while expediting the onboarding process.

Use cutting edge analytics to improve risk ratings and reduce unnecessary reviews. By complementing IBM Financial Crimes Insights analytics, Customer Lifecycle Management with Fenergo is designed to infuse a deeper understanding about customers into the entire lifecycle. This means improved entity risk insights for segmentation, networks, channel, and geographic risks. These enhanced insights can help analysis teams focus their time on the right entities and provide better data to defend risk-based decisions.

Potentially reduce the cost of compliance, audit, and regulatory update while improving overall regulatory stability. Customer Lifecycle Management with Fenergo builds upon a community-generated library of geographic and industry-specific regulatory rulesets across more than 70 jurisdictions globally, spanning

global and local rules and regulations around AML/KYC, tax (Foreign Account Tax Compliance Act (FATCA), Common Reporting Standard (CRS), and 871(m)) rules, OTC derivative rules, MiFID II rules, and data privacy regulations such as GDPR.

Streamline ongoing due diligence. Enhance and accelerate the customer due diligence processes and ongoing screening requirements by using Watson™-powered intelligent automation to prepopulate key information and extract insights. "Evergreen KYC" requires reviews on fewer customers by monitoring external sources for material changes, automating entity research, and using AI to intelligently segment customers based on behavior and help uncover hidden relationships.

Improve customer experience. Customer Lifecycle Management with Fenergo provides a single, connected client journey from initial interaction through any digital channel, to compliant client, investor, or fund onboarding and lifecycle events. This capability enables your customers to interact on their mobile devices, across a range of browsers and platforms, and to have the flexibility to self-serve at their convenience, without relying on office hours, emails, or appointments.

Potentially reduce the cost of operations, compliance, and IT. Customer Lifecycle Management with Fenergo provides a full-process solution with a lower cost of ownership than either integrating multiple point solutions or maintaining and changing indefinitely a body of costly workflows that are built on business process management (BPM) tools by in-house teams as the markets and regulatory regimes in which your business operates change over time.

Key requirements

See the Software requirements and Hardware requirements sections.

Planned availability date

July 31, 2020

Section 508 of the US Rehabilitation Act

IBM makes no representation about the standards compliance status of these third-party products included in this offering. Contact the vendor for specific, current information on the standards compliance status of this program.

Program number

Program number	VRM	Program name
5737-N24	8.7.3	IBM Customer Lifecycle Management with Fenergo

Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage(R) and Passport Advantage Express(R) website.

Publications

Technical documentation is provided by the services team deploying the software.

Services

Software Services

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To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Hardware requirements

Production-Like & Production Environments

Application Server (Load Balanced x 2 Recommended)

OS (options)	xCPU (64 bits)	RAM	Disk (SSD)
Windows™ Server 2012 R2 Windows Server 2016	8xCPU	32 GB	50 GB

Software requirements

Data Integration Manager/Business Rules Engine/ActiveMQ

(Load Balanced x 2 Recommended)

OS (options)	xCPU (64 bits)	RAM	Disk (SSD)
Red Hat[(R)] 6 | 7 CentOS 7 Windows Server 2012 R2 Windows Server 2016	8xCPU	32 GB	50 GB

Elasticsearch Server

(Load Balanced x 3 node cluster recommended)

OS (options)	xCPU (64 bits)	RAM	Disk (SSD)
Red Hat 6 | 7 CentOS 7 Windows Server 2012 R2	8xCPU	32 GB	50 GB

OS (options)	xCPU (64 bits)	RAM	Disk (SSD)
Windows Server 2016			

Database Server

OS (options)	xCPU (64 bits)	RAM	Disk (SSD)
Red Hat 6 | 7 (Oracle only)	8xCPU	32 GB	100 GB
Windows Server 2012 R2			
Windows Server 2016			

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Planning information

Packaging

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Ordering information

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Passport Advantage

IBM Customer Lifecycle Management with Fenergo (5737-N24)

Part Number Description	Part Number
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IBM Customer Lifecycle Management with Fenergo - Annual - Tier 3 Install Committed Term License	D28JWLL
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5737-N24	IBM Customer Lifecycle Management with Fenergo	L-GKET-BNQKSY

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Limited Warranty

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b) IBM Customer Lifecycle Management with Fenergo Annual -- 200 Billion to 500 Billion Assets Under Management

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Volume orders (IVO)

No

Passport Advantage applies

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Yes

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Variable charges apply

No

Educational allowance available

Not applicable.

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