

Risk & Compliance Services for Smarsh

Smarsh clients are investing in Artificial Intelligence (AI)-powered solutions to uncover risk, comply with regulations and safeguard corporate reputations. With growing concerns over the volume and variety of corporate communications and the increased potential for non-compliant behaviors to go undetected, it is necessary to leverage data and analytics to mitigate a wide range of risks. FTI Technology provides additional services in Risk & Compliance to address growing challenges and maintain a healthy compliance program while keeping control over the overall cost of compliance.

With rapidly changing options for employees to communicate with global prospects, clients and partners, staying ahead of potential non-compliant behavior is becoming an even greater challenge for many companies. Not only are conversations happening more frequently in digital form outside the enterprise, but the range of available voice, digital communications and collaboration platforms has grown exponentially and are used without taking compliance requirements under consideration.

Recent regulatory fines highlight the need for compliance teams to reassess the maturity of their communication monitoring and surveillance programs and leverage data and analytics to advance their compliance efforts and ultimately reduce risk. Smarsh and FTI Technology are partnering to provide additional monitoring capabilities, to enforce compliance policies, to reduce reputation damage and to mitigate risk.

The Monitoring Landscape Has Shifted

Traditionally, monitoring has been focused on financial transactions, analyzing anomalous data for potential fraudulent behavior. However, the signals leading up to such behavior often produce communication exceptions and patterns that can be detected proactively. With the growing number of possible communications channels and the velocity at which content is growing, monitoring communication patterns to surface risks and trends with a consistent, targeted approach infused with AI and machine learning is the next frontier for detecting and mitigating non-compliance.

With regulatory agencies increasingly emphasizing the use of data to assess risks and detect misconduct, on top of a more complex set of disparate and emerging platforms, the technical challenges involved are great. Compliance teams need to proactively detect improper behavior, particularly by high-risk individuals, that could harm the reputation of the company or result in costly investigations and/or litigation. FTI Technology and Smarsh can improve an enterprise's ability to meet regulatory requirements for supervision and surveillance from FINRA, IIROC, FCA, MiFID II, CFTC and more.

Experts in Managing Digital Risk

To address these challenges, FTI Technology offers a robust suite of services to enhance Smarsh products across risk and compliance by translating policy into operational controls, defining current risk areas for improvement, assessing technology and establishing best practices. Primary services include:

Maturity Model Assessment

FTI Technology experts perform a data maturity assessment to understand existing compliance-related data sources and systems, measuring an organization's technology capabilities and how data is relied upon in identifying, handling and controlling for known compliance risks.

Compliance Technology Consulting

We will evaluate and optimize the overall technology stack and data stores being used within the compliance organization to assess any gaps in the program itself or the data being

accessed. We will assist in integrating data, establishing best practices for metrics and reporting, and setting up automated workflows and case management tools.

Analytics & Monitoring

Working with the Smarsh team, we will determine the scope for monitoring business communications specific to the organization's needs. This covers design, deployment and optimization of the specific monitoring capabilities and the use of data and analytics to flag potential misconduct.

Our core offerings also specialize in financial services compliance, to help institutions implement data-driven programs that improve monitoring, detection and investigation for bribery, fraudulent activity, collusion, money laundering and other violations.

Alongside those offerings, features and benefits of this partnership include:

- Communications archiving, remediation and defensible disposal programs leveraging the Smarsh archiving platform.
- Pre-defined libraries of enterprise conduct algorithms, using cognitive learning and artificial intelligence, for communication screening and monitoring.
- For enterprise communication compliance teams, built-in supervision definitions and review queues, case management, and automated escalation workflows.
- Customized and optimized processes for extracting, reviewing and disclosing communications data contained in Smarsh for e-discovery requests and compliance obligations.
- Deployment and enhancement of FTI Technology's Connect solution to integrate Smarsh data with other downstream platforms, enabling faster insights and efficient data conversion for document review and investigations purposes.
- Extensive support for assessing, monitoring and capturing emerging data sources such as Slack, Microsoft Teams, WhatsApp and other messaging platforms of interest for regulatory enforcement.

The FTI Advantage:

Strong reputation within the financial services industry and with global regulators

FTI Consulting has an outstanding reputation in the financial services industry and with regulators across the globe. Our team of 7,600 professionals in 31 countries are relied upon as providers of advice and expert evidence in a wide range of matters. Our expertise has earned us the position as advisors to nine of the world's top 10 bank holding companies.

Proven ability to deliver global, technology-led transformation

FTI Technology is one of a few trusted Smarsh partners with a hands-on approach to supporting implementations. Our experts have won awards for providing implementation support to a Global Tier 1 bank for a Smarsh Enterprise Archive e-communications archiving and data remediation program. Additional projects include implementation of the Smarsh Enterprise Archive platform for disclosure and e-discovery.

Deep technology expertise in managing Emerging Data sources

FTI Technology provides expert services and proprietary technology that can pull data from a wide variety of emerging data sources, such as Microsoft 365, Slack, Box, Google Workspace, etc. and visually organize it in a way that is easy to understand and integrate into the organization's choice of platform as part of a regular e-discovery process, investigation or regulatory response.

Enhanced ROI on Smarsh deployments

Through our proven Information Governance approach Smarsh clients have defensibly disposed of petabytes of data and released millions of pounds in OPEX savings due to reduction in data storage, termination of software license agreements, decommissioning of IT systems and closure of data centers.

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