



AI-Driven AML Investigation Secures KeyBank



By leveraging Automation Anywhere's products to develop a next-gen AI-powered solution for AML investigations, we turned an extremely important, albeit manual, time-consuming workflow into a streamlined and intelligent process. This advancement not only enhanced our ability to detect and escalate suspicious activity more effectively but also reinforced our overall commitment to protecting the bank and our clients.

Mike Reynolds, Business
Technology Executive, Service
Digitization

Impact Summary

- 105,000 manual touchpoints removed
- Over 400 processes automated
- Early risk identification & compliance assurance

Context

Formed in 1994, KeyBank is one of the nation's largest bank-based financial services companies with assets of approximately \$189 billion. KeyBank offers a variety of investment products for consumer and commercial accounts. Committed to "meeting [clients] in the moment," KeyBank is continually finding innovative ways to serve its customers.

The Challenge

Anti-money laundering (AML) risk mitigation was hampered by inefficient, manual processes, including the need to comb through email inboxes and gather data from multiple systems. To strengthen its defenses against potential threats, KeyBank needed to accelerate the review of suspicious activity referrals and streamline case escalation to the AML investigation team.

The Turning Point & Solution

The exceptional capabilities of automation plus generative AI technologies enabled KeyBank to optimize the suspicious activity referral workflow end-to-end. Referrals submitted via email or SharePoint were automatically parsed to extract and validate critical data points. The information was then analyzed for risk, with high-risk cases automatically escalated to the AML investigation team for immediate review and action.

Results & Strategic Impact

Automating the suspicious activity referral process delivered significant risk mitigation and strengthened the bank's compliance posture. By ensuring timely and consistent review of all reports, the AI-powered automation eliminated potential gaps across systems and streamlined escalation workflows. It also relieved employees from tedious, error-prone tasks, giving the bank greater confidence in its ability to protect both the business and its clients from evolving financial threats.

What's Next

KeyBank's word for 2025 is 'reinvent,' reflecting its unwavering commitment to innovation and transformation. To embody this vision, the bank plans to explore Agentic AI to champion truly Intelligent Automation across the enterprise. This includes expanding proof-of-concept initiatives with generative AI and deploying even more cutting-edge monitoring and detection technologies.

Ready to eliminate manual bottlenecks and strengthen compliance? Let's talk about how you can automate smarter.

Schedule a demo today!



About Automation Anywhere

Automation Anywhere is the leader in AI-powered process automation that empowers organizations to drive productivity gains, foster innovation, improve customer service, and accelerate business growth. Learn more at www.automationanywhere.com

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