

High-performance remediation

File reviews with oomph

When there's a problem with your past business, you need it rectified fast.

The findings of the Royal Commission triggered a tidal wave of onerous remediation projects - a real drain on your time and resources. Get your remediation projects done super-fast with our RegTech-powered file reviews. With us you'll meet the tight timelines imposed by regulators, gain control over project costs and get the right outcome first time.

What's more, we know that the right culture results in reduced remediation, increased positive customer outcomes and, ultimately, commercial success. So we'll also show you ways you can improve post-remediation, reducing future risk.

A track record you can trust



We've been chosen to deliver over 100 remediation programmes

What we do

We can handle projects of any size or complexity, from complete end-to-end project delivery to individual components. You'll get:



The highest speed and quality

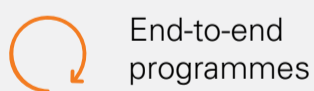
We've powered our file review experts with cutting-edge technology to bring you the highest quality remediation outputs at lightening speed.

Ready to go infrastructure

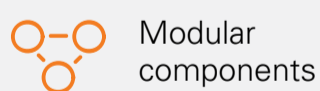
We can hit the ground running immediately. Our dedicated remediation centres, project management expertise and highly-qualified resource pool are ready and waiting.

Future focused advice

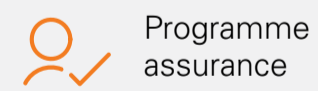
We'll feed back the root causes of your remediation problems, helping you strengthen your current practices to reduce future risk and boost customer loyalty.



End-to-end programmes

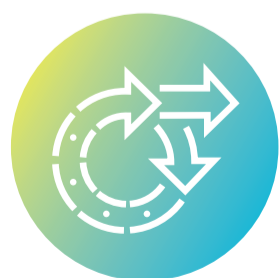


Modular components



Programme assurance

How we do it better



Optimised process

We've been remediating for 20 years and completed over 100 programmes. As a result, we've totally optimised the process to eliminate any inefficiencies.



Experienced resource

We only pick the most skilled and qualified reviewers for our projects. Expect the utmost quality with our selection and competency processes and ongoing QA.

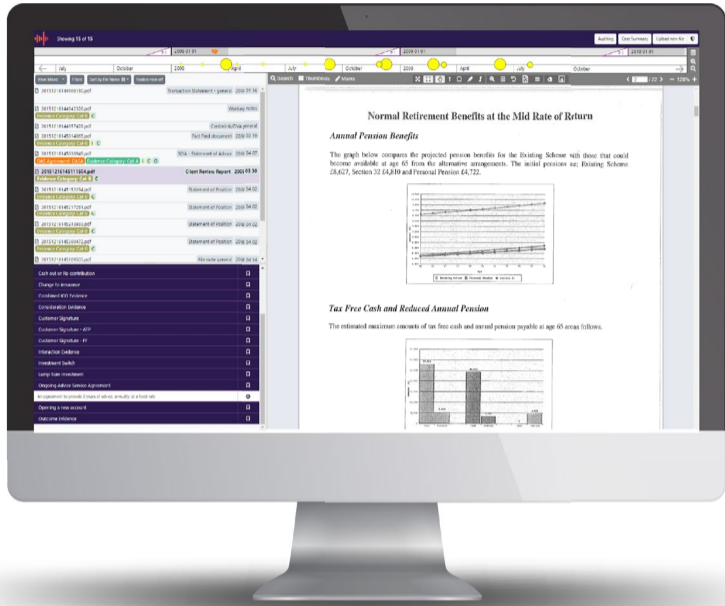


Customer focused

Our people are focused on putting your customers at the heart of the process, ensuring fair outcomes designed to enhance customer loyalty.

How does our file review technology work?

Enhanced by cutting-edge technology and artificial intelligence, our solution speeds up the file review process while improving quality and consistency. Here's how it works:



Accelerated document review

Forget scrambling around to find the right documents. Our AI, trained using your data, dates and classifies documents automatically and visualises them on a timeline. Then, advanced searching and filtering functionality enables you to easily find what you need.

Advanced audit trail

Our unique bookmarking function automatically tags key evidence from within the documents and allows reviewers to manually assign evidence to assessment outcomes. Reviewers can quickly hyperlink and easily refer back to them when providing evidence for their rationale.

Smart case management

Our smart case management system replaces manual processes and reduces human error with automations and business rules. Cases are automatically allocated through the process and into reviewers' queues, documents are instantly opened in a single user interface and reviewers can quickly navigate to automatically linked documents - all at the click of a button.

Deep intelligence

With real-time MI, you can track programme progress and outcomes on a continual basis, while extracting deep insight into emerging risks and trends. Our technology produces vastly more data, filters and interrogation options than traditional case management systems and spreadsheets.



How you benefit



Faster completion

We'll remediate your customers faster than anyone else while maintaining the highest quality. Your customers will be happy and your reputation protected.



Lower costs

Remediation usually comes with a financial burden. We replace manual processes with technology, putting an end to spiralling remediation costs.



Added-value

We leave you in a stronger position after remediation. You'll get feedback and recommendations for augmenting your standards and processes.



Remediation success at lightening speed

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