

High-performance remediation

Restore trust by tackling remediation the smarter way.

Speedy remediation that delivers fair outcomes is hard to get right. But it's your ticket to rebuilding customer loyalty and sustained commercial success.

There's no need to compromise — with us you can have it all. Our high-performance solution pairs revolutionary file review technology with our solution expertise to bring you faster delivery and higher quality while also slashing costs.

Best of all, our value continues beyond the review. We draw on our knowledge of culture to feed back on how to improve post-remediation so your business can be secured against future risk.

A track record you can trust

100+

We've been chosen to deliver over 100 remediation programmes

What we do

Welcome to speed and efficiency. We've connected our remediation expertise to technology for an unmatched cost-smart solution:



Cost-effective delivery

Using cutting-edge technology and a completely optimised process, we can deliver your projects at lightening speed. This means we need fewer resource to deliver a successful programme outcome. And, as skilled resource is the most costly component of your review, we can be cost-smart too.

The highest quality

Just because we're doing it quickly doesn't mean we compromise on quality. You'll get the most reliable, qualified and skilled resource along with technology that enables a superior audit trail and enhanced management information.

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



In-flight rescue



Remediation resource

How we do it better



Optimised process

We've been doing this 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:

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.

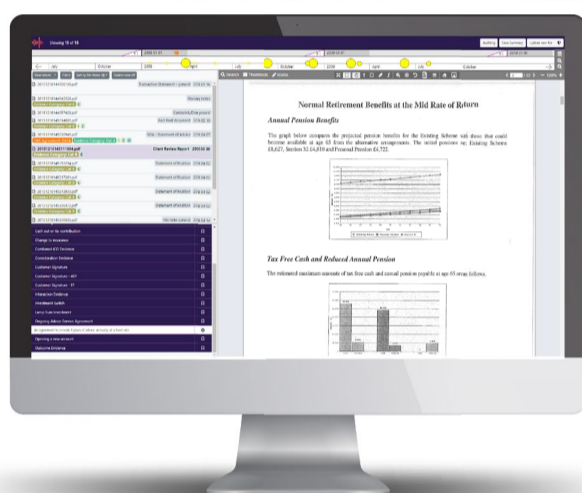


Deep intelligence

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.

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.



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 reviewers to easily find what they need.

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, freeing up your budget for other things.



Added-value

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

Discover how high-performance file reviews are also speeding up:

Business assurance

Complaint handling



Remediation success at lightning speed

Connect with us:

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