Transaction Monitoring for Global Payments Supplier

tipalti | **acuant**

Tipalti's Challenge

Tipalti is the leading end-to-end cloud solution for automating every phase of the supplier payments process. Its comprehensive accounts payable automation tool eliminates the need for time consuming and complex spreadsheets. Through a single intuitive platform, organizations can oversee everything from supplier onboarding to invoice management reducing up to 80% of the typical workload. Paired with an exceptional customer-first approach, Tipalti has achieved a 98% customer retention rate with household names that include Amazon, Twitch, GoDaddy, Headspace and Canva.

On a weekly basis, Tipalti supports thousands of organizations paying over four million suppliers. For a single customer, this can amount to tens of thousands of daily transactions. Tipalti had an 80% increase in transaction volume in 2020. This unprecedented growth uncovered a new challenge, finding the capacity to effectively address and monitor all their transactions securely and efficiently. They needed an automated Transaction Monitoring solution that could fully support their rapid growth.

Anti-Money Laundering (AML) Regulations	High transaction volume made it difficult for Tipalti to address AML regulations, particularly Transaction Monitoring. Transparency into the history of a transaction's funds and users with the ability to receive notifications of suspicious transactions is critical for compliance, preventing laundering and it allows Tipalti to follow internal policies and procedures.
Workflow Inefficiency	The laborious process of vetting suppliers, monitoring and altering transactions, verifying bank accounts and maintaining extensive financial reporting across more than 190 countries created undue workflow friction that needed to be streamlined to properly execute on a robust compliance process.

Acuant in Action

Tipalti needed an automated solution that could monitor transactions securely, efficiently and continuously in real time. Following a thorough vendor evaluation, Tipalti eventually chose Acuant as the ideal partner to supercharge their AML compliance with a Transaction Monitoring solution.

Acuant's Transaction Monitoring features a unique user-centric, risk-based approach favored by regulators. Incorporating dynamic real time risk assessments and contextual analysis, Acuant provides Tipalti with robust and highly accurate insights into each payment transaction across their client base. To properly monitor for B2B payments, the platform needed to support the difference between individuals and businesses, and yet accommodate for models in which businesses behave like individuals. Furthermore, the real time nature and diversity of modern B2B payments calls for a combined evaluation of fraud and suspicious activity behaviors. Acuant's open API and tagging framework incorporates specific requirements unique to Tipalti and adjusts the transaction monitoring accordingly.

In addition, the platform's configuration also considers Tipalti's global client base and the distinctive compliance regulations and policies across multiple jurisdictions. The alerts generated by transaction monitoring feed into the enterprise case management system and its robust operational dashboards, business intelligence and regulatory filing. With such customization and prioritized alerts, Tipalti was able to streamline its efforts and scale effectively.

Results

Tipalti has achieved significant results with Acuant, including the reduction of false positives, while not incurring false negatives, and with solid reporting to track long term progress. Tipalti's risk-based approach continues to expand on the typologies being monitored through Acuant's platform and has enabled Tipalti's team to focus on true escalation cases to make the most of its talented workforce.

Acuant Trusted Identity Platform + Tipalti

0.05% - 0.08%
Maintained a consistent ratio of alerts relative to transactions, with a monthly average of 0.05% to 0.08% in the busiest months.

400%
Supported spikes in transactions over 400% when compared to the monthly median, accommodating Tipalti's explosive growth.

Machine Learning
Risk models based on unsupervised machine learning adapted with typology models easily adjusting to address requirements.

> "There's lots of automation tools out there but [Acuant] made sense and we found them to be a very great partner."
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> Tipalti, Chief Compliance Officer