jumio | Case Management & Investigation

The Jumio Investigation Manager tool allows you to review cases generated from both inside and outside of Jumio's detection solutions. It lets you review issues, perform a thorough investigation, document your findings, make a recommendation, advance through a workflow, perform regulatory filings such as Suspicious Activity Reports (SARs), and ultimately resolve/close the case.

Flexible Data Sources

Jumio can also ingest cases and alerts from other systems, both from third-party vendors as well as internal systems developed by our customers. This flexibility allows you to manage cases for all types of risk functions including fraud, AML, security and more.

Powerful Workflows

You can create and auto-assign cases to specific users based on criteria that you define. Managers can see all open cases and assign them to various analysts/investigators, who see them on their own dashboard along with the cases they've previously closed. The fields displayed and the layout of these lists can be configured to your specifications, and users can sort and filter the lists on the fly.

The workflow itself is completely configurable. For example: An analyst might do the initial review of a case and then submit their findings to a manager to review. The manager can make edits, reject the case back down to the analyst with a comment, or approve the case up to a filing officer for a third-level review/approval before a SAR is filed (if warranted) and the case is closed.

Throughout the investigation process, users can add notes/comments to provide relevant information, attach documents such as images or emails, and compose a summary of their findings. The user will select from a list of recommendations/decisions and submit the case for review. Proactive notifications can be configured using our APIs, which allow you to integrate with other systems to provide notifications via email, messages, etc.
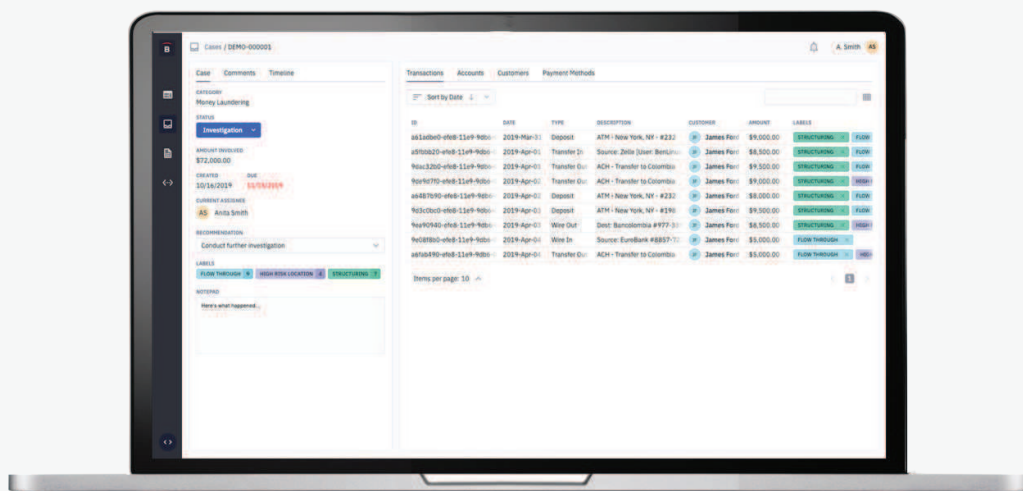
Complete Audit Trail

Every case in the Jumio Investigation Manager includes a historical timeline, which provides a full audit trail of all actions taken on the case, either by a user or the system itself. This allows you to meet regulatory obligations around record retention. It also allows compliance managers to review cases that an analyst has worked on, enabling a QA function by assessing how the analyst investigated and resolved the case.

Streamlined Reporting

If the analyst determines during the investigation that the activity is truly suspicious and must be reported, they can create a SAR form built specifically to match FinCEN's specifications. The system auto-populates the form based on the data that is already known, such as the financial and filing institution, subjects, amounts, suspicious activity identified and even a first draft of the narrative. Once approved based on the defined workflow, the SAR will be electronically filed directly with FinCEN. The pre-population, content suggestion and e-filing capabilities provided by the Jumio Investigation Manager significantly reduce the effort required for filing regulatory reports.

Advanced Insights

The Jumio Investigation Manager also includes comprehensive dashboards and reports that provide compliance managers with oversight of how your compliance program is performing. This includes metrics on items such as detection and case creation, investigations and regulatory filings. These metrics can be filtered by factors such as a date range or a specific group of analysts, and they can also be exported to CSV/Excel. Our solution comes with a library of pre-built dashboard components, and custom components can also be created based on any available data fields.

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Learn more at jumio.com