



Harness the Power of Data

With **Teramind** Professional Services



↑ 82% Increase in Efficiency

Q: How did a Fortune 500 global bank reduce its Customer Due Diligence processing times by 80 hours for every customer account?

A: Teramind's Professional Services team built a custom field parsing tool that enabled the bank to analyze end-to-end workflows across three of their custom applications - leveraging field-level insights to eliminate redundant tasks, improve customer satisfaction, and align with company goals.

Teramind Professional Services

The bank urgently needed insight into its custom applications and leveraged Teramind Professional Services to build a custom solution to track its data.

Field-level parsing is one of the many solutions Teramind can build to help you protect against insider threats, optimize business processes, and increase productivity in your organization.

Teramind Professional Services is a dedicated resource for Enterprise clients. Our enterprise engineers work directly with your team to scope out your unique use case and help you meet your goals.

Data captured across their custom apps:

- ✓ Which buttons were clicked.
- ✓ Risk levels for each event.
- ✓ Date and time stamps.
- ✓ Action escalations.

- ✓ Customer account details.
- ✓ Time spent in each field.
- ✓ Time spent when a specific pop-up was shown.

Customer Results



Reduced CDD analyst processing times from 100+ hours to just under 20 hours per account.



Custom Reporting

Custom reporting prioritized crucial insights to drive data-backed decisions based on field-level activities.



Transformed the department's core 12-step process, creating a **new one-step process and eliminating 11 redundant tasks.**



Increased ROI

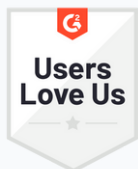
Processing time was reduced and productivity improved, saving countless hours of overhead and increasing ROI.



Benchmark SOPs

Captured data informed their benchmark SOPs, eliminating redundant tasks and streamlining operations.

Teramind is the leading user behavior analytics platform to protect and optimize your business.



Best of 2023



Best of 2024



Best of 2024



Best of 2024



Best of 2022



Best overall



Best of 2023



Best of 2022



9.3/10



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