

An Australian bank

A KYC/CDD requirement

The task

Momenta were tasked by an Australian bank to resource a team of 20 KYC/CDD Analysts as an on-going BAU group in order to review new and existing client details during mid 2020.

The solution

During the height of the Covid 19 pandemic, Momenta was required to rapidly supply an interstate team, which once onboarded and following the completion of training, were also required pure Work From Home.

Momenta worked against the following challenges:

- An interstate team resourcing and onboarding – which complicated the interview and vetting process
- Understanding the interstate market of candidate availability, with an appropriate skill set, and delivered exceptional candidates against a new set of client expectations
- Fast-tracked the vetting process to enable a rapid and efficient onboarding of small groups across multiple intake dates
- Candidates were required to be comfortable and competent in dealing with both internal stakeholders as well as unsupervised direct client engagement. Candidates are required to deliver against both personal and team objectives

The outcome

Momenta supplied an entire team interstate. This team was entirely onboarded, trained and commenced work remotely. The success of this initial process led to the client subsequently requesting an increase in the team size from 15 to 20.

Momenta continues to be the principal trusted resource vendor, supplying the best possible candidates in a rapid response, whilst also managing the interview, vetting and HR responsibilities.



22 KYC/CDD
analysts supplied



Supplied a fully
WFH team

About us

Momenta is a global contingent resource solutions company, providing skilled professionals to the financial services, legal, technology and training and development sectors for over 30 years. Our people selection process is recognised through ISO 9001:2015 accreditation ensuring we provide our clients with the right people, with the right skills, at the right time and cost effectively. We are building the workforce of the future. Today.

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