

# 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.

### The solution

Momenta was required to rapidly supply an interstate team, which once onboarded and following the completion of training, were also required to solely 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 supplies
- ✓ Supplied a fully WFH team