

Gulf Capital Bank reduces AML alerts while ensuring risk coverage with Abrigo BAM+

Bank asset size

\$544 million

Product

BAM+

Results

Reduced alert volume 50%

Summary

Gulf Capital Bank reduced alert volume, improved transaction monitoring efficiency, and streamlined internal reporting by transitioning to Abrigo's BAM+ solution from AML software that struggled to support basic compliance and transaction needs. The move elevated the commercial bank's AML compliance processes from a frustrating experience to operational excellence.

The challenge: Ineffective system, unresponsive vendor

When Amy Ely joined Gulf Capital Bank as the AML/CFT Officer, the institution was using its core provider's anti-money laundering (AML) software—a system that management had already recognized as ineffective for the bank's needs. Described by Ely as unintuitive and “bare bones,” the software struggled to support basic compliance needs. Simple functions like tagging account types or using NAICS codes weren't available, leading to frustration. “Save doesn't mean save” was a common issue due to a poorly designed interface that required saving in a strict page-by-page order. Moreover, the vendor was unresponsive and lagging in innovation.

About the financial institution



Gulf Capital Bank, headquartered in Houston, Texas, is redefining the value of a bank. The bank opened its doors in January 2020 and keeps personal relationships at the center of everything it does. With decades-deep local roots, the team offers the personal touch of a traditional community bank combined with state-of-the-art banking technology and commercial banking expertise led by a group of Houston's business and civic leaders to help customers accomplish their business and personal financial objectives. For additional information, please visit <http://www.gulfcapitalbank.com/>.

“With Abrigo, you can go in and set the parameters yourself and tweak them...You can make an impact and make a change immediately. We saw a 50%+ reduction in the number of alerts.”

Amy Ely
AML/CFT Officer
Gulf Capital Bank

The solution: Transaction monitoring in Abrigo's BAM+

About a year after her arrival, Gulf Capital Bank initiated an RFP process and selected Abrigo's [BAM+ AML solution](#) to replace the outdated system. Ely was already familiar with BAM+ from using it at another institution and was excited to return to a platform known for its flexibility, innovation, and support. The transition included utilizing BAM's transaction modeling and reporting and leveraging Abrigo's comprehensive training programs to onboard her team effectively.

The results: Immediate operational impact

The Gulf Capital Bank team saw instant results after implementing BAM+: an immediate decrease in alert volume without compromising risk coverage. Ely credits the alert volume reduction to her ability in BAM+ to customize parameters and use threshold testing to fine-tune the alert system for accuracy.

"With Abrigo, you can go in and set the parameters yourself and tweak them," she said. "[Scenario Tuner](#) is available so you can see what the results are going to be. You can make an impact and make a change immediately. Because we had our parameters tuned, we had fewer alerts... We saw a 50%+ reduction in the number of alerts."

The ability to fine-tune the system without developer support marked a stark contrast from their previous experience. Analysts could make changes directly and see their effects in real-time, increasing both efficiency and confidence.

Intuitive user experience

The user-friendly BAM+ interface also proved easy to learn for new users, reducing the training curve and minimizing operational disruptions.

Ely's AML/CFT Analyst, who was unfamiliar with Abrigo, quickly adapted. "Navigating inside Abrigo is intuitive," Ely said.

CTR filing, once a daunting task, became straightforward and fast as Abrigo's solution simplified processes, reduced filing time, and eliminated the operational struggles related to the previous AML system. "It's just been smooth sailing," she said.



In fact, her analyst's initial nervousness was erased with the first filing, Ely said. "She just couldn't believe how easy it was. It just made sense moving from one tab to the next."

Internal reporting and workflow improvements

The addition of the internal reporting module also streamlined communication between the back office and the BSA team. Back-office staff can now more easily and efficiently flag questionable activity by clicking through customer records and submitting them directly, which eliminates the need for manual forms and shared drives.

"The back-office team has really embraced it....It's an efficiency for me, too."



Enhanced training and support

Abrigo's implementation support and educational resources played a vital role in Gulf Capital Bank's successful BAM+ implementation. Ely's team took advantage of every available training session, ensuring they were well-prepared from day one. This not only helped build user confidence but also promoted institutional buy-in. "All the training sessions, whether it was her job-specific function or not... there's a lot of value in that."

Ely also expressed confidence that Abrigo's AML/CFT solutions will continue to improve and meet the bank's needs.

Abrigo's investments in innovation and technology are "night and day" compared to the previous

provider, she said. "In the short period of time I was away from Abrigo, [BAM+] had grown, it had improved, it had matured even more, and it was only a two-year period."

Less "noise," easier to use

Gulf Capital Bank's transition to BAM+ and transaction reporting enabled it to transition from inefficient, frustrating AML compliance processes to operational excellence. From reduced false positives and improved ease of use to streamlined internal reporting and enhanced staff training, the bank's AML/CFT solution helps the team be more productive and effective.

"Our efficiencies have improved," Ely said. "The noise is less."

About Abrigo

Abrigo is a leading technology provider of compliance, credit risk, lending, and asset/liability management solutions that community financial institutions use to manage risk and drive growth. Our software automates key processes—from anti-money laundering to asset/liability management to fraud detection to lending solutions—empowering our customers by addressing their Enterprise Risk Management needs.

Make Big Things Happen. Get started at abrigo.com.

