



# syntrus | achmea

real estate & finance

## The client

Syntrus Achmea Real Estate & Finance is an investment management organization focused on real estate and mortgages for institutional investors. Syntrus Achmea manages more than €37 billion in invested capital for more than 70 clients.



## The challenge

Syntrus Achmea Real Estate & Finance (SARE&F) has grown steadily in recent years because of its strategic acquisitions of mortgage and real estate portfolios.

A challenge with such acquisitions is the data quality of individual customer files. The collection and organization of this customer information were done before SARE&F acquired the files which means that the quality, completeness and correctness of customer data cannot be confirmed with certainty.

For this reason, SARE&F is conducting a Customer Due Diligence Remediation cycle for all active mortgage dossiers.

This is an end-to-end review of all mortgage files to ensure data quality.

With more than 70,000 mortgages under management, however, this is a challenge. In many dossiers, especially older ones, source documents lack relevant metadata.

Next to that, many documents are only partially searchable and the presence of certain, necessary documents remains unclear in some files.



## The solution

Hyarchis Customer Due Diligence solution which is a part of the KYC remediation suite makes any document text-searchable and allowed you "google search" to the full width of your digital archive.

The correct document type can be determined on the basis of artificial intelligence, relevant metadata can be read and a cross-check can be performed to see whether the document is in the correct file.



## The facts

Hyarchis Customer Due Diligence checked:

**23.350** mortgage dossiers

**1.8 million** documents

**10 million** pages

**680GB** of data

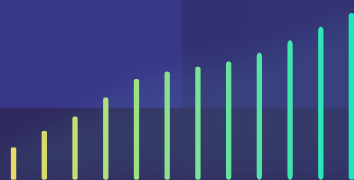
Hyarchis Customer Due Diligence delivered:

**99.42%** accuracy

**80 hour** turnaround

**72.000** working hours saved

**91%** increase in accuracy



## The result

Hyarchis Customer Due Diligence solution searched through **23.350** in a time frame of **80 hours**, locating identity documents and mortgage deeds with **99.42% accuracy**. Relevant metadata was also found.

This metadata was added to the Hyarchis Document Management system, making these documents easy to find in the future.

Compared to the only available alternative - manual verification - the normal turnaround was reduced from months to hours. This saved SARE&F an estimated **72.000 working hours** and increased accuracy by an estimated **91%**.

Want to learn more about Hyarchis Customer Due Diligence?

[i Click here for more information](#)