Global reach
Pinpoint delivery

SIONIC®

Global financial services specialists

Client lifecycle management

SIONIC®

Sionic is a global consulting firm. Our focus is on change and we specialise in a unique blend of business and people performance.

We are agile, independent and hold a straightforward philosophy – that outstanding people produce outstanding work.

Our values

Our approach is rooted in our DNA. Our values determine our behaviour and how we work with our clients, partners and colleagues.

Global Collaboration | Pace & Ambition | Expertise with Integrity

“We have a not-so-secret weapon: our people. Combined, they possess an incredible depth of knowledge and a unique ability to deliver that knowledge where clients need it most.

We call it specialism at scale.”

Craig Sher Chief executive officer

Our sectors

Asset management

Financial markets infrastructure

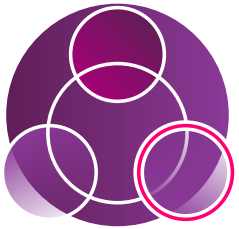
Private equity, real estate & trust administrators

Corporate & investment banking

Insurance & reinsurance

Wealth management

Our practices



Asset management

We provide specialist advisory and implementation consultancy services covering strategy, business, operations and technology change.

Client lifecycle management

We are experts in the analysis, design and implementation of KYC including client onboarding, life-cycle management and off-boarding.

Data & technology

We specialise in data strategy, governance and management; technology architecture and organisation design, cyber and digital.

Finance & fund administration

We work with finance and asset servicing organisations to simplify and enhance process and data for analysis and reporting.

Financial crime & compliance

We help clients to manage their risks and responsibilities with regard to anti money laundering, terrorism, bribery, corruption and fraud.

Front office business lines

We support all aspects of front-office activity, enhancing client relationships, client services, client protection and the overall client experience.

Group risk & capital

We are expert practitioners in market, credit, counterparty, liquidity and funding risks, as well as leverage ratio and balance sheet management.

Learning & development

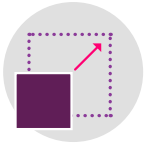
We accelerate improvements in results by building new capabilities and creating cultures of high performance.

Operations

We specialise in operations strategy, operating models, business platforms, risk management and governance.

Regulation

We help clients to enhance, remediate and rationalise compliance and control, through technology, people and process improvements.



Transformation

We draw on our specialist knowledge and extensive industry experience to deliver meaningful and lasting organisational change.

Wealth management & private banking

We advise on proposition development, end-to-end business improvement, technology, risk and corporate governance.

Client lifecycle management

Overview

Know your customer (kyc) onboarding and lifecycle management remains a material challenge for financial institutions. Lengthy onboarding processes, sustainability challenges, the customer experience and cost are real issues that need to be resolved. Driven by regulation, ineffective anti-money laundering and monitoring practices compromises reputational risk and can imply the imposition of penalties for non-compliance. We deliver day-to-day KYC activities for global financial institutions as well as addressing the strategic re-design of global policies, target operating models and technology platform selection and implementation.

Client lifecycle management

Specialisms

Change the bank: new implementations

Culture of Compliance

Dashboards

Outsourcing

Periodic reviews

Remediation

Read a selection of our latest CASE STUDIES >

Meet the experts

Pino Vallejo
Managing Partner

I am a hands-on operations executive. I have a proven track record in delivering automation across organisations, while maintaining full control and security over processes and alignment with Federal Reserve, SEC and FINRA regulations. I specialise in bilateral and syndicated loans, global trade finance, corporate finance, structured finance, and global treasury supporting foreign exchange, derivatives, futures, US and international equities, US and international fixed income, mortgage backed securities, repo trading, money markets, and electronic cash management. I am ACAMS certified in both KYC and CDD, with expertise in Fenergo, Pega, iMeta as well as a range of in-house solutions.

CLIENT LIFECYCLE MANAGEMENT

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Jenny Tatum
Partner

I have over 20 years' experience of leading Operations and COO teams across several financial institutions. My recent career has focused on financial crime areas, in particular client lifecycle management, leading run the bank, remediation and transformational change programs to meet regulatory requirements and protect the bank and their clients from financial crime.

CLIENT LIFECYCLE MANAGEMENT

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Sionic **Dashboards**

All financial institutions need to manage and interrogate significant volumes of complex data, in order to make effective strategic and tactical decisions.

But effective data analysis is frequently hampered by how data is presented, and obtaining meaningful results is often complex and time consuming.

Our customisable Sionic dashboards enables you to:

- visualise daily business results in an immediate, automated and personalised way
- use bespoke KPIs and SLAs to see specific information that highlights any critical variations in business operations
- reduce the time taken to extract and display raw data
- understand and react to critical information and manage the business in real time

Sionic has developed a fully customisable dashboard that enables more effective data-driven decision making in real time.

Our global presence

SIONIC®

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