

SERVICES FOR BUSINESS PROCESS OUTSOURCERS

For business process *outsourcers*

You run KYC, CDD and monitoring operations for regulated clients, and you are judged by their standards and their regulators. We bring senior programme leadership and financial crime depth to help you deliver at scale, prove quality, and turn a fragmented operation into one that runs. From someone who has led a 300+ person compliance operation and been the client sitting on your side of the service review.

85%

faster investigations after a target operating model redesign

50%

higher true-positive rate from the same analyst capacity

300+

FTEs led across 6 countries and 4 compliance functions

01 · GET THE PROGRAMME MOVING

Where we most often step in.

Remediation & programme management

Senior PMO leadership for KYC/CDD remediation and backlog programmes, from someone who has taken over a stalled, year-old remediation and got it moving. We bring order to fragmented trackers, set a risk-tiered plan, build the RFI and escalation workflows, and give your client and their regulator the evidence of progress they are waiting for.

What we bring

- ✓ A single master remediation tracker
- ✓ Risk-tiered prioritisation & workflows
- ✓ RFI, decision & escalation logs
- ✓ Governance & stakeholder alignment
- ✓ Client & regulator progress reporting

02 · PROVE THE QUALITY

The evidence your clients ask for.

Quality assurance frameworks

A QA framework that proves your case handling is right, not just fast: sampling methodology, error taxonomies, calibration between reviewers, and feedback loops that lift quality rather than just record it. The evidence base you need to win client trust and pass their assurance reviews, built by someone who has run those reviews from the client side.

Typically includes

- ✓ Risk-based sampling methodology
- ✓ Error taxonomy & severity model
- ✓ Reviewer calibration & scoring
- ✓ Root-cause & feedback loops
- ✓ Client-ready assurance evidence

03 · RUN IT BETTER

Run the operation to a higher standard

From firefighting to a repeatable, measurable, defensible operation.

Process excellence & optimisation

Map how work actually flows through your operation, then remove the bottlenecks, hand-offs and manual steps that slow it down and introduce error. We standardise case handling, build in audit trails, and design an operating model for KYC, CDD and monitoring that holds up as volumes grow.

AI & automation enablement

A practical read on where automation and AI genuinely improve quality, speed and cost, and where they do not. We identify the manual work worth automating, design rule-based triggers for document and ID expiry, risk-score changes and periodic refresh, and give you a roadmap grounded in operational reality, not hype.

Metrics, SLAs & performance review

The numbers your clients and their regulators actually judge you on. We design and review the SLA, SLI and KPI framework behind the operation, throughput, ageing, accuracy and productivity, so performance is visible, defensible, and improving over time.

Bid, client and regulator readiness

The financial crime substance behind a bid response, a client assurance visit or a regulator's questions about your operation. We pressure-test what you are claiming, close the gaps that would cost you the contract, and help you answer the way the reviewer on the other side will ask.

04 · WAYS TO START

Three shapes of engagement

Most engagements start with a diagnostic on one operation or one client account, then scale to whatever the findings justify. Scope and price are agreed up front.

Operational diagnostic Fixed scope · weeks, not months An independent read on one operation or client account: where quality, throughput and evidence actually stand, what is causing it, and the prioritised fixes that move the numbers.	Programme leadership Interim · for the life of the programme Senior PMO ownership of a remediation, migration or backlog programme: the plan, the workflows, the governance, and the progress reporting your client and their regulator want.	Advisory retainer 2 or 4 days per month A senior financial crime voice on call for your operations and bid teams: escalations, client questions, QA disputes and the judgement calls that do not fit a fixed scope.
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THE PRACTITIONER BEHIND IT

Phillip Ly, *Founder*

Financial-crime compliance leader with 15+ years running the operations, not just advising on them: interim Global Head of Compliance Operations at OKX (300+ staff across 6 countries, covering CDD, transaction monitoring, sanctions and QA), Head of CDD & KYC for APAC at Adyen, and AML roles at Stripe and Meta (Libra/Novi), plus large-scale financial crime transformation and vendor selection as a KPMG Director. I have commissioned outsourced operations, run the assurance reviews behind them, and rebuilt case handling end to end. ACAMS-certified; PRINCE2 and Lean Six Sigma; ICA Postgraduate Diploma in AML.

Ready to talk? phil@northstaradvisorygroup.co.uk · www.northstaradvisorygroup.co.uk