CASE STUDY

FORTUNE 500 · MARITIME INSURANCE

USE CASE · KYC & SANCTIONS COMPLIANCE

World's Largest Marine Insurer

An incumbent platform failed during peak renewal season – replaced with a customized compliance system the team controls.

~50%

OF THE GLOBAL MERCHANT FLEET UNDERWRITTEN

By the largest member of the International Group of P&I Clubs

2×

ANNUAL SPEND VS. INCUMBENT

Selected for reliability, workflow control, and data quality

250+

JURISDICTIONS COVERED

Including the Southeast Asia, Middle East, West Africa gaps

01 AT A GLANCE

CHALLENGE

Platform outage during the busiest renewal season of the year

Vessels that could not be screened could not be underwritten. Policies could not be issued. Revenue was lost in real time, and the compliance team had no fallback. The outage exposed a deeper problem: the platform was rigid and the data coverage left gaps where maritime risk concentrates.

SOLUTION

A customized workflow engine and SLA-backed reliability

A day-long on-site workshop in Norway gave the team hands-on access to a test environment built for their use case. The decisive moment was workflow flexibility - they could build a bespoke compliance process rather than adapting their operations to a rigid tool.

RESULT

Migrated to a fully customized platform - at twice the spend

The decision was not about cost savings. It was about operational reliability, workflow control, and data quality in the jurisdictions that matter most for maritime risk.

02 THE CHALLENGE

The incumbent failed during the one moment that matters most

Maritime compliance has become one of the most complex regulatory environments in global finance. P&I clubs, the mutual insurance associations that underwrite the world's shipping fleet, must screen counterparties against sanctions regimes that span Russia, Iran, North Korea, and an expanding web of secondary jurisdictions. Vessel ownership structures are deliberately opaque. Beneficial owners hide behind layers of shell companies registered in flag-of-convenience jurisdictions. And the screening must happen fast: during peak renewal season, thousands of policies must be processed in weeks.

The world's largest marine P&I club had built its KYC and sanctions screening operation on a legacy compliance platform. For years, the system worked well enough. Then, during the busiest renewal period of the year, the platform went down. February is when marine insurers renew the majority of their book. Vessels that could not be screened could not be underwritten. Policies could not be issued. The outage exposed a deeper problem: the platform was rigid, workflows could not be customized, and data coverage left gaps in the jurisdictions where maritime risk concentrates.

KEY POINTS

- Incumbent platform went down during the busiest February renewal period
- Vessels could not be screened, policies could not be issued - revenue lost in real time
- Workflows could not be customized to the club's specific KYC and sanctions escalation logic
- Data coverage gaps in Southeast Asia, Middle East, West Africa - where maritime risk concentrates

03 THE SOLUTION

Custom compliance workflow - built to match the organization's exact processes

The club's compliance team ran a structured re-evaluation. They needed to answer three questions: Had the data coverage gaps been closed? Could the new platform's workflow engine be configured to match their specific KYC, sanctions, and escalation requirements? And would the vendor commit to the reliability guarantees that the incumbent had failed to deliver?

A day-long on-site workshop at the club's offices in Norway gave the team hands-on access to a test environment built specifically for their use case. Sanctions and KYC teams worked through real scenarios. The workflow flexibility was the decisive moment: the team realized they could build a bespoke compliance process rather than adapting their operations to fit a rigid, off-the-shelf tool.

KEY POINTS

- Day-long on-site workshop in Norway with hands-on test environment built for the club's use case
- SLA-backed uptime, bespoke workflow engine, full data coverage in critical jurisdictions
- 2023 evaluation revisited two years later - product landscape closed the original gaps

SAYARI CAPABILITIES USED

KYC Screening | Sanctions Compliance | Bespoke Workflow Engine | Beneficial Ownership | SLA-Backed Uptime | Maritime Risk Coverage

04 THE RESULTS

Reliability secured. Custom workflow delivered. Zero RFPs required.

The club's compliance operation has been transformed from a fragile dependency on a single rigid platform into a flexible, reliable system that the team controls. Workflows match their processes, not the other way around. Data coverage reaches the jurisdictions where maritime risk actually lives. When the next February renewal season arrives, the compliance team will operate with a screening platform purpose-built for maritime insurance, backed by a reliability guarantee, and controlled by the people who understand the risk.

500M+	250+	~50%
Companies in entity resolution layer	Jurisdictions covered	Of the global merchant fleet underwritten by the customer

> *"Workflows match our processes, not the other way around. Data coverage reaches the jurisdictions where maritime risk actually lives."*
>
> HEAD OF COMPLIANCE, WORLD'S LARGEST MARINE INSURER

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CS-MARINE-INSURER-KYC

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