



PAYMENTS INTELLIGENCE TO ENRICH,
PROTECT AND GROW YOUR BUSINESS



SmartMinds™

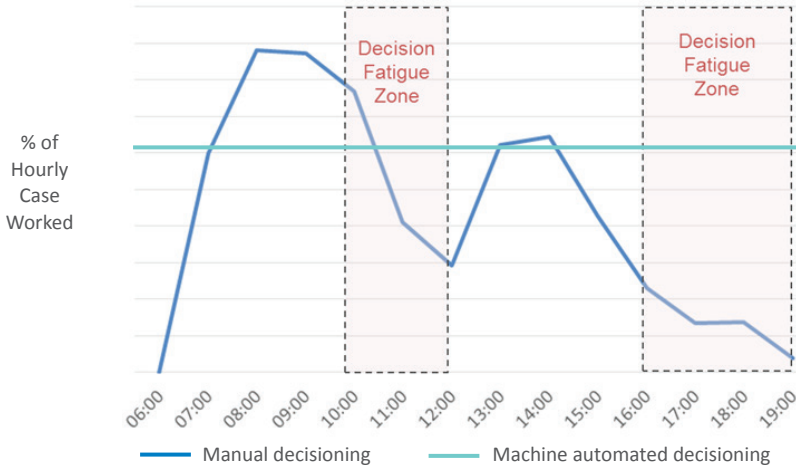
State-of-the-art thinking to optimise human performance

SmartMinds™ helps risk managers optimise their use of teams & tools and increases the quality of decision-making. An industry first health check that helps the management of the risk function to ensure their teams avoid what psychologists have identified as decision fatigue and other human biases that may degrade decision-making throughout the working day.

The SmartMinds™ programme includes scientifically proven techniques that are used by some of the most advanced organisations and elite athletes, to help build mental toughness and ensure that the risk teams maintain the right mindset throughout a full working day. This programme helps to identify those tedious routines that should be automated to release human creativity, which aligns with the mounting scientific evidence presented in the field of behavioural economics.

Core Benefits

- Optimise human resource team size, skills and efficiency
- Avoid decision fatigue and improve the quality of decision making
- State-of-the-art thinking about the best ways to manage a risk team during a working day
- Create a healthy, effective, enjoyable and rewarding working environment



The human brain has in-built biases and fallibilities that make it ill-equipped for fraud-related decision-making, including some of the following:

- Group Think
- Not Invented Here
- Confirmation Bias
- Decision Fatigue
- Social Loafing
- Default Effect
- Herd Instinct
- In attentional Blindness
- Ambiguity Aversion
- Base-Rate Neglect
- Clustering Illusion
- Availability Bias
- Paradox of Choices
- Status Quo Bias

The ai SmartMinds™ programme helps risk teams understand and put practical solutions in place to manage these biases.

Key Features

- Avoid decision fatigue and improve quality decision making
- State-of-the-art thinking about the best ways to manage a risk team during a working day
- Train risk teams to be more focused, resilient and motivated
- Scientifically proven techniques that help build mental toughness within business operations
- Identify those tedious routines that should be automated, to release human creativity