



## Customer Spotlight

# FNBO Seizes the Agentive AI Advantage

From Beta to Breakout Results in Anti-Financial Crime Efficiency





## First National Bank of Omaha (FNBO)

Headquarters: Omaha, NE

Assets: \$34.6B

Core System: CeleritiFinTech (DXC) – Hogan

Across 170 years and six generations of family leadership, FNBO has been guided by a long-term philosophy that emphasizes thoughtful investment in the future. That perspective shapes how the bank approaches innovation, as a deliberate effort to strengthen the organization for decades to come.

Nowhere is that philosophy more evident than in FNBO's approach to financial crime management. As regulatory expectations rise and financial crime threats grow more complex, the bank looked to embrace the leading edge of technology in agentic artificial intelligence (AI). The team knew exactly who to trust. *"Onboarding agentic AI wasn't a major leap for us,"* said Nick Baxter, Chief Risk Officer at FNBO. *"Nasdaq Verafin is a true partner — and I don't use that term lightly. They have decades of AI expertise, and their solutions have been embedded in how we operate for years. They understand our world, they deliver, and they made it easy to take this next step."*

### Embracing an Automated Future with Agentic AI

AML compliance is resource-intensive, requiring consistent, comprehensive documentation to meet regulatory expectations — particularly for Enhanced Due Diligence (EDD) and sanctions compliance. For David Dawson, BSA/AML Officer at FNBO, the use case for AI to alleviate this burden was obvious. *"Manual information gathering across multiple systems and sources can lead to variable starting points for investigators, which can lead to ineffectiveness,"* said David. *"Agentic AI has been the answer."*

FNBO began with two agentic AI workers from Nasdaq Verafin's Agentic AI Workforce — the Agentic Sanctions Analyst and the Agentic EDD Analyst. These analysts support investigators by automating the early, research-heavy stages of these compliance obligations that were requiring significant time to complete manually — a few minutes for each sanctions alert and up to 20 minutes per alert for EDD. To ensure the technology met FNBO's regulatory and quality standards, the team took a measured,



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- Nick Baxter, Chief Risk Officer

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Throughout testing, Nasdaq Verafin was very responsive to our feedback. It was a true partnership — our teams provided input, we refined the approach together, and by the time we moved to production, we had both technical validation and a team that was excited and ready to scale it. ”

- David Dawson, BSA/AML Officer

validation-driven approach to implementation. FNBO conducted comprehensive parallel testing, using the tools on real cases while the Quality Assurance team evaluated every output against existing investigative standards. Throughout the process, they worked closely with Nasdaq Verafin to incorporate feedback and refine performance. The experience was streamlined and a true collaborative effort that ensured the solution was technically validated and operationally trusted.

After implementing the Agentic Sanctions Analyst and Agentic EDD Analyst, the FNBO team noticed immediate improvements. The foundational investigative steps for EDD and sanctions compliance are now standardized with a consistent, comprehensive starting point for every sanctions alert and EDD case — regardless of workload, case complexity or investigator. The Agentic AI Workers automatically gather relevant information, structure it coherently and generate thorough documentation that aligns with regulatory expectations, before a case ever reaches human review. FNBO's investigators now begin their work with reliable, well-documented groundwork already in place — allowing them to move more quickly and confidently into higher-value analysis.

For David and his team, the efficiency and time savings have been evolutionary. *“Nasdaq Verafin’s Agentic AI Analysts are having an immediate impact, reducing our time spent by 50% compared to before deployment,” David said. “We’re also seeing up to 50% more investigator capacity redirected to holistic analysis and complete, auditable records automatically generated for regulatory readiness. That’s a huge win for our analysts, our compliance program and our bank.”*

### Elevating Human Expertise

While automation now plays a greater role in FNBO's financial crime program, human judgment remains firmly at the center of decision-making. The Agentic AI Workers provide recommendations and documentation, but investigators retain full authority over outcomes. No alert is cleared and no case is escalated, without human review. Investigators are spending significantly more time applying their expertise where it matters most — interpreting patterns, assessing risk and making complex decisions that require professional judgment and experience.

Equally important, documentation has become more consistent and auditable across every case. Each investigation now includes standardized, defensible records that strengthen FNBO's regulatory posture and reduce variability in how cases are documented and reviewed. Human expertise is no longer consumed by administrative effort — AI support ensures it's directed where judgement and experience matter most.

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Agentic AI has improved our anti-financial crime program with stronger quality and consistency through standardized documentation, better use of investigator expertise focused on analysis and risk assessment, and greater operational readiness to manage AI in a regulated environment. The result is a program that's more effective at detecting risk, more defensible in examinations, and better prepared for what's ahead. ”

- David Dawson, BSA/AML Officer

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We're seeing about 50% of our analysts' efforts reallocated from information gathering to analysis. That means more time spent on pattern recognition, risk evaluation, and complex decision-making, the work that requires their expertise. ”

- David Dawson, BSA/AML Officer

## Strengthening the Business

The impact of FNBO adopting the Agentic AI Workforce extends beyond individual investigations. Teams have gained confidence in adopting advanced analytics within a regulated environment, supported by clear governance and quality assurance processes. Leaders can more easily measure success and track performance thanks to uniform documentation and repeatable workflows. As David put it, *“FNBO views the Agentic Sanctions and Agentic EDD Analysts as foundational building blocks. By starting there, we’re developing the governance frameworks, quality processes and team confidence needed for more sophisticated automation.”*

With foundational work handled automatically, FNBO’s financial crime teams are reallocating effort from assembling case data to examining broader patterns and trends. As criminal threats grow faster and more sophisticated, these efficiencies help the team focus on fighting complex illicit activity.

## Looking Ahead: The Power of Partnership

As Nasdaq Verafin introduces additional agentic AI workers, the business is determined to revolutionize financial crime management. *“Agentic AI is key to more resilient, scalable and effective AML and fraud detection at a time when financial institutions need that more than ever,”* said Rob Norris, Senior Vice President of Financial Crime Solutions at Nasdaq Verafin. *“FNBO’s execution brings our vision to life, showing how leading institutions can seize this powerful technology and realize immediate impact.”*

At FNBO, the bank has developed a technological and operational readiness to integrate advanced analytics into its financial crime program as the right opportunities emerge. It’s a true corporate culture rooted in trust built over years of partnership. *“Implementing agentic AI with a trusted partner is the easiest implementation you can do,”* said Nick. *“Nasdaq Verafin has the expertise, the documentation, the procedures and the roadmap ready to go — you just have to decide when to move. With AI accelerating on both sides of the financial crime equation, that time is now.”*

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The quality improvements we’ve seen are huge. Documentation is consistent across every case, which strengthens our regulatory position. And in our quality assurance, the Agentic Analysts also identify 100% of cases requiring further review. We’re not just working differently, we’re working smarter. ”

- David Dawson, BSA/AML Officer



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The time for financial institutions to implement agentic AI is now. The efficiency it offers may soon be essential, if not expected, for AML/CFT compliance — and the growing sophistication of bad actors leaves little alternative. Lean on a trusted partner to make it happen. ”

- Nick Baxter, Chief Risk Officer

## As financial crime continues to evolve, FNBO is prepared to move forward with confidence, clarity and purpose.

*“We’re ready to scope Nasdaq Verafin’s upcoming Agentic AI Alert Analysts for fraud and AML as soon as they’re available. As a mid-size bank, whenever there’s an opportunity to lead the industry by example, we believe it’s something worth embracing,”* said David. *“To our like-sized peers, I’d say put yourselves out there and seize the opportunity to innovate with agentic AI. With a great partner like Nasdaq Verafin handling the complexity, you can focus on adoption – and the results will follow.”*

Contact us today to learn more about Nasdaq Verafin’s Fraud Detection and Management, AML/CFT Compliance and Management, High-Risk Customer Management, Sanctions Screening and Management, and Information Sharing solutions.  
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