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Service Level Document

What the Service is

Moody's Investigation Solution is a comprehensive tool that consolidates and simplifies Open-Source Intelligence (OSINT) procedures, enabling investigators to operate up to five times more rapidly and enhance their efficacy.

Moody's Investigation Solution boosts the speed and accuracy of OSINT investigations, revealing hidden connections and risks. Used by government and law enforcement, it improves their OSINT efficiency and effectiveness. It allows integration and analysis of open-source intelligence with Moody's global entity data via "Orbis", global risk data via "GRID", shell company indicators, deep dive sanction network analysis, social media and secure browser web results.

These datasets compile individuals, entities, and relationships identified through investigative work, public records, and cross-border disclosures. They surface complex ownership structures, offshore entities, intermediaries, and networks associated with corruption, financial crime, or sanctions-relevant risk. They are particularly valuable for enhanced due diligence, uncovering hidden ownership, and assessing complex multi-jurisdictional risk.

These datasets link multiple identifiers associated with an individual—such as names, emails, phone numbers, locations, and online profiles—to help resolve and enrich identities. They improve matching accuracy where data is incomplete or inconsistent and support onboarding, screening, investigations, and reduction of false positives.

Utilizing Moody's Investigation Solution, investigators are equipped to:

- Conduct secure and anonymous searches across multiple sources simultaneously.
- Map networks from publicly available social media data to gain valuable context on subjects of interest.
- Utilise publicly accessible social media data to create network maps, which provide invaluable context about the subjects under investigation.
- Expand the global scope of their investigations, thanks to the platform's capability to function in any language or script.
- Simplify the process of analysis and reporting, supported by sophisticated network visualisation tools.

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Key Features

Moody's Investigation Solution can be deployed alongside and enhance the functionality of many commonly used investigative technologies – from secure browser solutions to monitoring tools.

Analysis

→ Automate key investigative workflows whilst remaining in full control of the investigation.

→ Quickly gain a view of an entity's associated risk and flag this for further investigation.

→ Similarities and possible links are flagged to the investigator, eliminating the need to cross-reference large volumes of data.

→ Search results are automatically reordered by context and known intelligence, allowing investigators to identify key insights quickly.

→ Advanced filtering lets investigators collect all potentially relevant data, then drill down to just the sources, keywords or risks they are interested in.

→ AI-enabled entity extraction identifies additional potential subjects of interest to support planning and direction of investigations.

Visualisation

Automated mapping of networks from sources including publicly available social media, corporate records and more means creating intuitive visualisations is fast and simple. Interactive visualisation makes it easy to understand each data point in depth.

Explore content securely

Moody's Investigation Solution allows users to collect information securely and anonymously, eliminating the risk of revealing identities or the nature of the investigation when collecting data.

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Automated sourcing

Automated sourcing allows investigators to see where data or findings have come from, without the time-consuming process of having to save this information manually.

Reporting features

Exportable charts and reporting features make it easy to share findings with others.

Automated sourcing and evidence capture.

Alongside reporting, users can import and export data.

All the data sources you need, in one place

Moody's Investigation Solution integrates with numerous Moody's data sources, open-source data providers, search engines and social media, allowing investigators to access them all securely from a single platform.

Corporate Records

Moody's Orbis provides investigators with comprehensive global data on corporate networks and officers. Orbis offers unparalleled company data on over 600 million global companies, blending and standardising information from 200+ sources.

Risk Database

Moody's Investigation Solution includes integration with Moody's GRID that offers risk-related data about individuals and companies that may not be found in 'traditional' sources. By accessing data from GRID through Moody's Investigation Solution, investigators can enrich information about illicit activity with supporting data, such as search engine and social media data, to map and understand networks.

Shell Company Data

Moody's Shell Company Indicators integration enables users to investigate potential shell company risk within the contexts of national security, financial services oversight/administration/law enforcement, anti-fraud, sanctions, criminal network detection, foreign investment and trade, public safety, and tax.

Sanctions Data

Moody’s Sanctions360 integration enables investigators to uncover sanction risks beyond the lists, looking at ownership, shareholders, control, and more.

Search Engines

Moody’s Investigation Solution collects data from all major search engines in a single interface, then reorders and categorises them according to topic and context. This eliminates the challenge of search engines reordering results according to the priorities of a consumer. Instead, results are presented in the most intuitive way for the investigator and can be filtered according to source, risk category and associated entities.

Social Media

Investigators are able to collect and visualise publicly available social media data quickly and securely, allowing them to find connections that might not have been visible through manual collection. An advanced social media package is available for customers wishing to carry out higher-volume social media investigation and gain additional network insights.

Deployment and Support

Secure Deployment

Moody’s Investigation Solution is a fully secure SaaS platform. It is equipped with advanced security features which are tested regularly to stay ahead of evolving threats.

Ongoing Training and Support

Moody’s offers world-leading training and support. As part of the initial onboarding process, your team will receive dedicated, online training at a convenient time. Our Customer Success team works alongside clients to ensure they get the most out of the product, conducting regular business reviews and best practice sessions with users.

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Refresher training, training on new features and for new users is always available, and custom in person training can also be arranged. Alongside this, users have access to automated in-app help.

Our Support Team is available to offer advice, solve problems and report any issues. We respond quickly to these and take product feedback very seriously.

Many of our recent features have been developed in response to customer feedback and requests.

Moody’s Investigation Solution SLA

Service Availability

99% uptime, per 90-day period. Uptime is calculated as the percentage of total possible minutes that Moody’s Investigation Solution was available during the prior 90-day period. Exclusions:

→ Scheduled maintenance
→ External network or customer equipment problems
→ Unauthorised usage
→ Isolated feature defects
→ Issues related to third party data or otherwise outside of Moodys’ reasonable control

The levels of data backup and restore, and disaster recovery you’ll provide, such as business continuity and disaster recovery plans

Moody’s is committed to being prepared to quickly recover and resume operations in the event of a significant business interruption.

Resilience and Disaster Recovery Planning is in place to ensure the technology and systems to support the recovery processes for critical business functions. There is a disaster recovery team in place that is responsible for mobilizing and managing the recovery process. The ensure disaster recovery procedures are rehearsed and tested.

Moody’s has identified the applications that are critical to our business. These applications are implemented in separate production and recovery data centers using

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industry-standard practices to switch data from the production site to the recovery site without loss of data and minimum downtime. This will be reviewed as part of the Business Continuity Plan implementation. Disaster Recovery Planning activities are not limited to recovery but ensures that production environments are designed from a technology and systems perspective to support the recovery processes for critical business functions, this may include using redundant processing capacity at other locations. Other activities include;

→ Providing remote-access facilities so that key employees can work from home or from non-office locations in the event their primary workplace was disrupted or made inaccessible.

→ Contracting with reputable technology firms specializing in rapid restoration of telecommunications systems, and recovery of software and data assets.

→ Obtaining contractual assurances from certain key vendors that they have business continuity plans.

Being part of a top tier financial services and information provider, we take our commitment to our clients very seriously. We continue to seek ways to improve our preparedness as we recognize new methods to manage business disruption risks, and to coordinate recovery efforts throughout the firm.

Onboarding and Implementation

Moody’s structured implementation approach ensures that our projects are aligned with our customers’ business strategy so they can quickly achieve all benefits of the Moody’s Solution.

Each customer will have a dedicated team that will cover the following aspects; front line support (helpdesk), training, and commercial account management. Each one of these roles provides a key element and together will ensure the customer has the best support possible.

Moody’s support team will always try to help our customers get the most out of the solution they have purchased. Throughout the contract length, our teams of account managers and helpdesk support will help identify more within the solution and share new ways to utilise the database.

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Access to the system is controlled by usernames and passwords. Who these are attributed to is controlled by our back-end administration site and the users will be sent an email directly containing their login details. Users can be deleted and added on the administration site and passwords can be updated/reset. Anyone who does not have a username/password will not be able to access the system.

Technical Requirements

Moody’s Investigation Solutions will work with Microsoft Edge, Google Chrome and Safari.

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