Zenoo, answered straight

The questions compliance and security teams actually ask us, ordered by how often they come up. Where the honest answer is "we do not do that", we say so.

Deployment and integration

We don't use Salesforce. Does this even fit our stack?

Zenoo runs on the Salesforce platform as its operational data layer, but it is API-first: full REST, GraphQL for reads, webhooks, Platform Events and standard OAuth. If you already run Salesforce, Zenoo deploys into your existing org with no new infrastructure and no second system of record. If you do not, your team uses Zenoo's own interface and API. Nobody has to learn Salesforce. Salesforce is the runtime, not a cage.

We don't want to be locked into a vendor. Can we get our data out?

Yes, all of it. Cases, decisions, audit logs and documents export in non-proprietary formats (CSV, JSON, PDF). There are no vendor-specific constructs that cannot be exported meaningfully, and the export specification is a documented, contractual deliverable. If you ever leave, you leave with everything.

Our last compliance tool took 18 months. How long does Zenoo take?

Typically 4 to 6 weeks to production, because Zenoo is configured, not custom-coded. It ships with a large library of pre-built connectors, and AI field mapping generates a new vendor integration in about 30 minutes rather than weeks of engineering. Timelines scale with tier and scope, and we will give you a fixed plan up front.

Can we switch AML and KYC data providers without a redesign?

Yes. Providers connect through a standard adapter framework, so switching one is a configuration change, not a rebuild. You can run more than one provider in parallel with primary and fallback routing, and a circuit breaker automatically fails over if a provider goes down.

How does migration from our current platform work?

Both active and historical cases migrate, via a managed ETL process with a documented field mapping. Notes, embedded images and email archives come across and become full-text searchable. Your external reference IDs are preserved. A data-quality report and a reconciliation report are contractual deliverables, so you can prove the migration was complete.

What can our team configure without calling you?

Trained client administrators own their flows, risk-model thresholds, alert layouts and branding through Studio, our no-code layer. We provide documentation setting out exactly what you can change yourself and the few things that need us. There are no vendor-only choke points for routine change.

AI and automation trust

Can AI be trusted for compliance? What happens when it is wrong?

Zenoo's principle is simple: AI investigates, humans decide. The agents gather evidence, cite their sources and structure the findings. Your analyst makes every decision. There are no autonomous compliance decisions and no black-box verdicts. When the AI is uncertain, it says so, and the case goes to a person. Your data is never used to train models.

How do we govern the AI for model risk management?

It is not one opaque model. It is a set of purpose-built agents, each with a documented scope and defined inputs and outputs. Every AI action creates an immutable audit event recording its reasoning, its confidence score and its sources. New risk models run in champion/challenger shadow mode against real historical cases before anything goes live, and a human approves every promotion. Nothing self-modifies in the background.

Our regulator has not "approved" AI.

Regulators do not approve technologies. They assess whether your controls are effective, auditable, proportionate and subject to human oversight. Zenoo is built for exactly that: the FCA's Financial Crime Guide encourages technology-led approaches, and the EU AML Regulation requires adequate human oversight, which the investigate-then-human-decides model provides. Every AI action is logged for examination.

Security and data

Where is our data stored? Can it stay in the UK or EU?

Customer data runs in UK or EU regions on the Salesforce platform, with supporting services in AWS. Data residency is configurable (UK, EU and other regions), and UK/EU-only can be fixed contractually at the point we provision your tenant. We provide the sub-processor list, and all transfers sit within the UK/EEA or under approved mechanisms.

We require on-premise deployment.

Zenoo is cloud-native and does not deploy on-premise. In practice, most on-premise requirements are really data-sovereignty requirements, and those we meet: contractually fixed UK/EU data residency, your own encryption keys, and your existing Salesforce security posture. If a hard on-premise mandate cannot move, we will tell you honestly rather than pretend to fit.

How do you separate our different legal entities?

Each customer tenant is a separate Salesforce org, so tenants are isolated by default. Within a tenant, each legal entity gets its own partitioned workspace enforced by the Salesforce permission and sharing model. Cross-entity access is blocked unless you explicitly grant it. Adding an entity means provisioning a workspace, not re-architecting.

How do SSO, MFA and user provisioning work?

SAML 2.0 and OIDC single sign-on, MFA through your identity provider, and SCIM 2.0 for automated joiner and leaver provisioning. Access is role-based and least-privilege by default, with admin and audit-reviewer roles kept separate. Identity can be mastered in your own IdP (Azure AD, Okta, Google Workspace, OneLogin and others), so it is true federation, not a copied password store.

What happens if Zenoo has an outage? Our programme cannot stop.

The platform carries a 99.9% monthly availability commitment, with a one-hour recovery-time objective and no data loss for authoritative decisions and evidence. Disaster recovery is tested regularly. If a data provider goes down, the circuit breaker routes around it, so a single vendor outage does not stop your onboarding.

What it actually does

What checks does it run: KYC, KYB, screening, UBO?

Identity verification with biometrics and liveness, corporate data from company registries, and screening against sanctions, PEP and adverse-media sources across the major providers. For businesses, Zenoo traces the ownership structure, identifies ultimate beneficial owners across the full chain and screens each owner automatically. It supports sole traders, partnerships, corporates with complex structures, and trusts. Screening covers 209 countries; full identity verification covers 60+ jurisdictions.

Will my team actually be able to adopt this?

It removes work rather than adding it. Cases arrive already investigated, everything sits in one workspace instead of six browser tabs, and resolution notes are drafted for the analyst to approve. The interface is deliberately familiar, built around an inbox your team already knows how to use.

Can we get the reporting our board and regulator want?

Yes. Real-time dashboards run off live case data with configurable dimensions and metrics, and there is one-click export for regulator submissions. BI tools such as Power BI and Tableau can connect through the API, and the granular audit log gives you the underlying detail.

Compliance and regulatory

What does the audit trail capture, and is it tamper-proof?

Every decision, automated or human, is captured in an immutable audit trail: 32 event types across 8 categories, each with a full field record and millisecond timestamps. It is tamper-evident and exports to CSV, Excel, JSON or PDF, with a default seven-year retention you can configure. A regulator examining a case from 14 months ago becomes a one-click export, not a two-week project.

How do you handle GDPR?

A standard data processing agreement is available. Purpose limitation and data minimisation are built in, right to erasure is supported through the data-lifecycle tooling, and the audit log provides the Article 30 record of processing. Data residency can be fixed to the EU.

Pricing and commercials

This looks more expensive than we budgeted. What is the return?

Compare it against the whole cost of running compliance, not one tool licence. Teams typically run six to eight disconnected tools and spend most of their analyst time on false positives and manual evidence assembly. Zenoo consolidates that into one platform and automates the investigation and documentation. We build a specific business case with your numbers rather than quoting a generic figure.

Do you have a price list?

Pricing is tailored to your volumes, entities and tier rather than a fixed list, so it matches what you actually use. We put a clear commercial proposal in front of you before you commit.

Still have a question?

Ask it in a demo. 30 minutes. Your data. No slides. zenoo.com/get-a-demo