

IBM

AI Sales Offer | Banking Operations GenAI Copilot Proof of Concept

Summary

This service empowers banking relationship roles with an AI Copilot to accelerate customer onboarding and enhance compliance by automating Know Your Customer (KYC) and Enhanced Due Diligence (EDD) processes.

Duration

4-6 weeks

Use case

Banking | Improve banker productivity and enhance customer relationships by empowering relationship roles with AI.

Your value and outcomes

Transforming traditional KYC and EDD operations helps banking institutions reimagine customer relationships. Currently, many banks struggle with lengthy manual input qualification and time-consuming document analysis, leading to onboarding delays and increased compliance costs that hinder banker productivity and strain customer relationships.

IBM Consulting's **Banking Operations GenAI Copilot**, built on Microsoft Azure services, including Azure AI and Azure OpenAI service and utilizing Microsoft Copilot and Microsoft Power Automate, automates critical processes with real-time input qualification and intelligent data extraction. This innovative solution leverages AI to streamline workflows, reduce manual effort, and ensure compliance, empowering bankers to focus on valuable customer interactions and strategic growth. In the typical enterprise, this can lead to over \$3M in annual cost savings, a 30% reduction in rework, and a 50% decrease in end-to-end processing time.

- **Accelerate customer onboarding and new account opening.** AI-driven input and document qualification enable prompt identification of missing items, errors, or discrepancies, significantly reducing the timeline for new account activation.
- **Enhance compliance efficiency and reduce risk.** GenAI Copilot automatically scans inputs in accordance with company policies and procedures and extracts only relevant information, ensuring rigorous adherence to regulatory guidelines.
- **Improve banker productivity and focus on relationships.** Automate manual analysis and key information extraction from diverse document types and formats, freeing bankers from tedious tasks and allowing them to engage in more meaningful customer interactions.
- **Gain real-time insights and streamline decision-making.** With integrated AI capabilities, analysis is presented directly within Microsoft Teams, enabling users to pose questions and gain deeper insights into the extracted data, facilitating quicker approvals and resolutions.
- **Unleash AI agents to drive efficiency and improve service quality.** Enable purpose-built agents for key workflows, such as document classification, log transcription, mortgage processing, and many more, to expedite processing and enhance the customer experience.

Service type

Consulting service leading to enhanced banking operations and Proof of Concept (PoC).

Deliverables

- Automated input and document qualification capabilities
- Automated analysis and Key Information Extraction (KIE) reports
- Integration with Microsoft 365 services (Outlook, Teams)
- GenAI analysis aligned with internal KYC/EDD policies and procedures
- Discrepancy reports and outstanding requirements summaries
- Dashboard for topic, change, and gap analysis
- Potential for Proof of Concept (PoC) demonstrating functionality and governance

Activities

- Ramp up transformation team and review policy against target state.
- Establish governance framework for AI deployment.
- Ingest and process KYC documents.
- Develop, test, and deploy GenAI agents incrementally.
- Facilitate interaction with extracted and analyzed information via Microsoft Teams Copilot.
- Continuously monitor and observe the efficacy of deployed agents.
- Provide real-time feedback and answers through Teams chatbot for KYC/EDD inquiries.

Timing: 4-6 weeks, customizable to your organization's specific needs and targeted outcomes.

The IBM Consulting difference

IBM Consulting brings extensive AI expertise, leveraging advanced generative AI capabilities and intelligent workflows to deliver transformative solutions to financial services institutions. Our proficiency in integrating cutting-edge AI ensures robust and innovative deployments that rapidly deliver value.

We possess deep industry experience in banking operations, particularly in complex areas like KYC and EDD. Our proven track record of addressing critical customer pain points and driving digital transformation uniquely positions us to deliver tangible business value in your financial institution.

URL

[Please provide preferred URL to link to]

Customer reference



In a hackathon, the Commonwealth Bank of Australia tackled difficulties finding relevant documentation and completing processes efficiently, which impacted bankers' ability to extend loans.

IBM Consulting helped the bank develop an AI-enabled digital assistant that efficiently locates documentation using Microsoft Copilot. This assistant is projected to save teams nearly 4,000 hours annually across lending execution and document sharing processes.

Pricing

We offer customized pricing based on your organization's specific scope and requirements. Please contact us for a detailed proposal and quote.

[Sidebar]

Industry: Banking

Category: Consulting

Sub-category: AI-Enabled Workflows, Digital Transformation

Specializations:

AI Platform on Microsoft Azure

Analytics on Microsoft Azure

AI Apps and Agents on Microsoft Azure