



Customer:
KPMG

Industry:
Partner Professional Services

Size:
10,000+ employees

Country:
United Kingdom

Products and services:
Microsoft Azure
Azure Cognitive Services
Speech Services
Language Understanding
Text Analytics
Translator Text

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“With Azure Cognitive Services, we’re able to get transcription accuracy of 90 percent or better. It’s supporting improved analytics services and leading to improved outcomes—for our clients and for us.”

—Steve Wells, Director, Forensic Data Analytics, KPMG

Situation:

For financial institutions, staying compliant means regularly transcribing and reviewing thousands of hours of trading and sales calls. KPMG wanted to help its clients automate this slow and expensive process.

Solution:

KPMG built a new solution, Customer Risk Analytics, using Microsoft Azure Cognitive Services. The solution transcribes client calls into multiple languages and analyzes the results to find key metadata and highlight compliance risks.

Impact:

With the new solution, KPMG clients have reduced the time, effort, and cost of call transcription and analysis by up to 80 percent—saving millions of dollars. KPMG now sees huge opportunities to adapt the solution to different service lines and industries.