

Leverage AI & Automation to build a Cognitive Connected Financial Services Enterprise

SCALE
DIGITAL

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EdgeVerve

The Financial Enterprise is a complex ecosystem

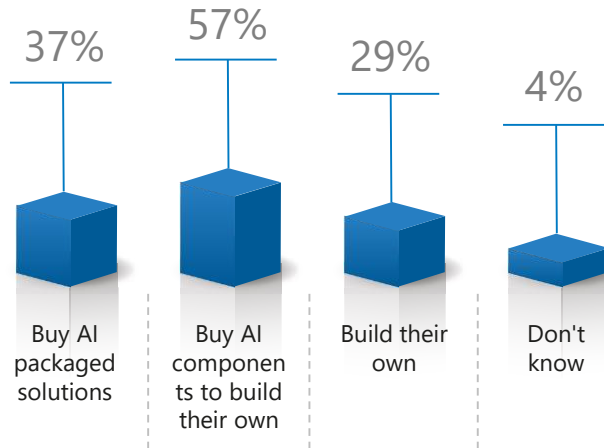


Why is a Cognitive Connected Financial Enterprise important today?

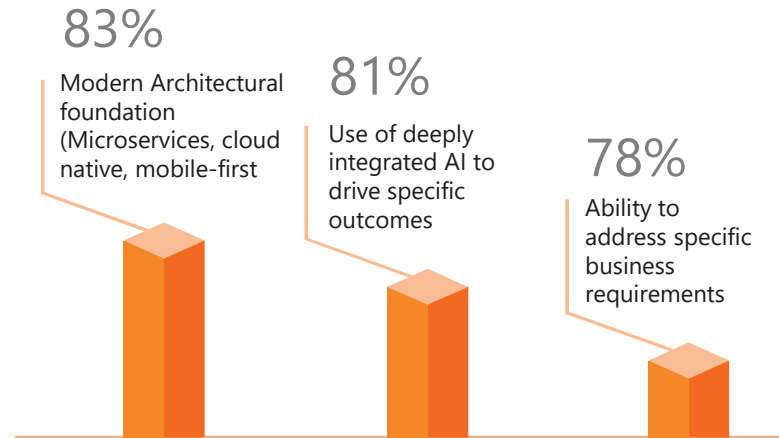


Buyers expect more from their software

Preferred Sourcing Strategy (Buy vs Build)



Top 3 criteria's for evaluating s/w purchases



- Through 2022, more than **90%** of AI technologies in use in enterprises will be embedded in broader products, not assembled or created from scratch by the enterprise itself**
- Pre-built enterprise business apps means client's would see results faster and deliver real value to the business

Source: *Forrester - AI Experiences A Reality Check; **Gartner - Forecast: The Business Value of Artificial Intelligence

Is there a need to Pivot?

Financial Enterprises need to move from siloed data sets and point analytics...

...to generating insights across a customer journey



Lending value chain

Source & Approve ▶ Fulfil & Fund ▶ Service & Collect ▶

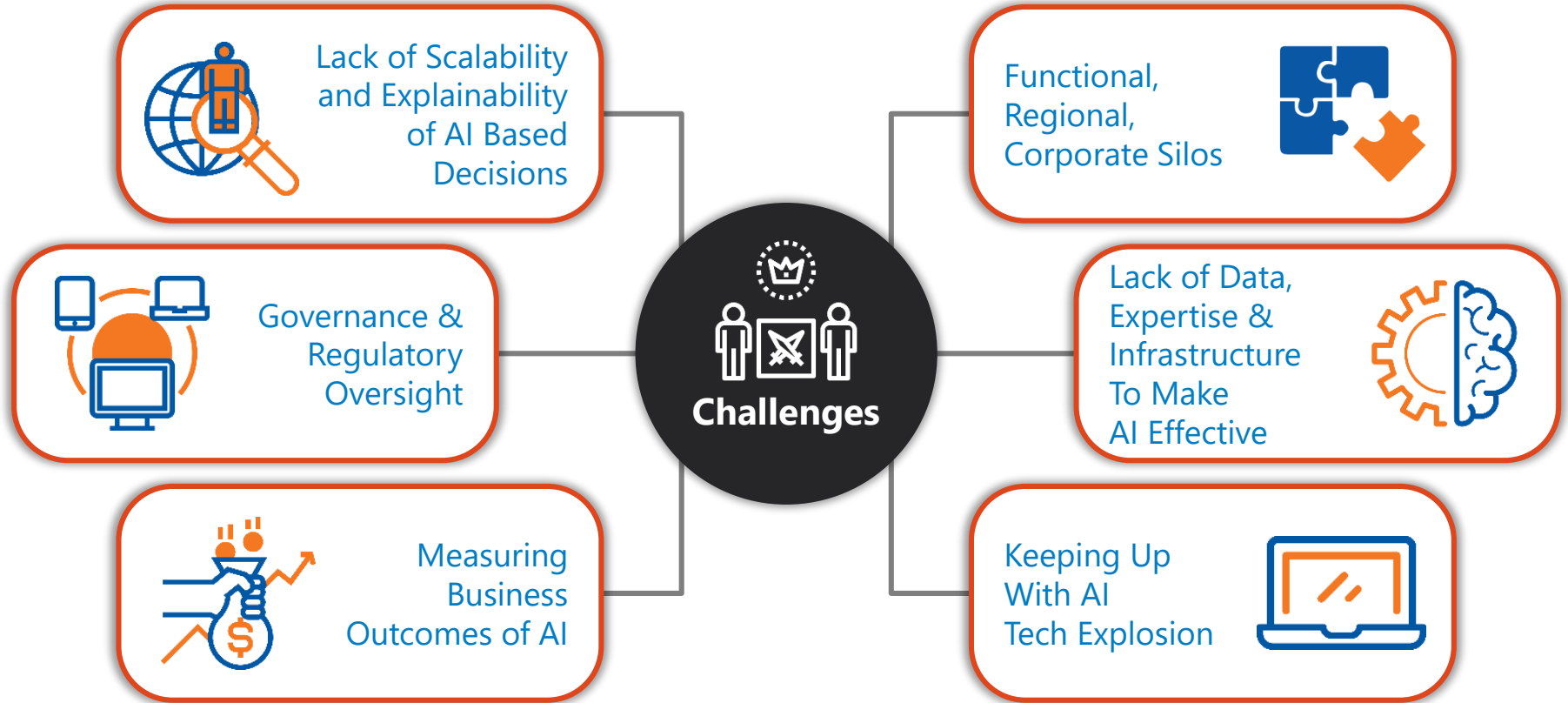
Cards value chain

Acquisition ▶ Payments ▶ Chargebacks ▶ Collection ▶

Deposits value chain

Acquisition ▶ Payments ▶ Chargebacks ▶ Collection ▶

There are challenges in AI and Automation adoption ...



EdgeVerve's Nia Business Applications – Designed to solve industry challenges

Business Apps are
bite sized, purpose
built Apps

Leverages AI and
Automation to
solve specific
business problems

Using **structured**
data from existing
systems of records
and **unstructured**
data from internal
& external data
sources

Each of the Business
Apps come with
**prebuilt machine
learning models**,
other app
ecosystem needs
and are **quick to
deploy** and **easy to
use**

Value from these
Apps manifests in
one/more of
the following ways

**Enhance
experience**

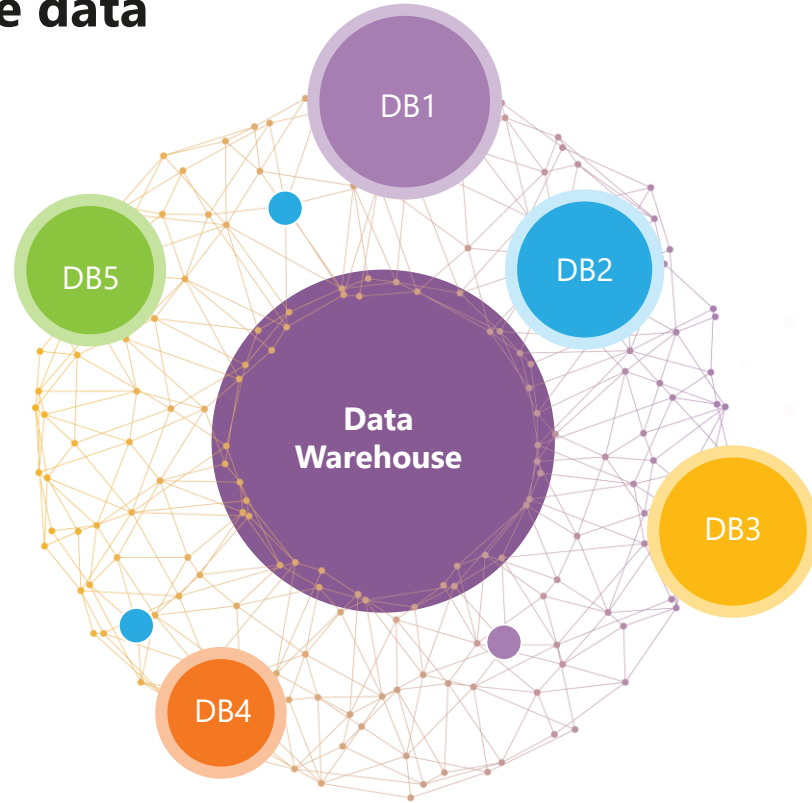
Driving Decisions

**Improved Business
Metrics**



Lets start with leveraging AI and Automation for the core data

Connected data lakes and
a consumer digital twin



Ring a bell?

Still struggling to convert leads to customers?

Still calling customers when they would rather be emailed?

Still pitching an education loan to a CXO?

Still struggling with optimal customer risk segmentation?

Still losing loan officers due to burnout?

Still calling self pay customers?

Still to leverage AI?

Yet to implement automation?

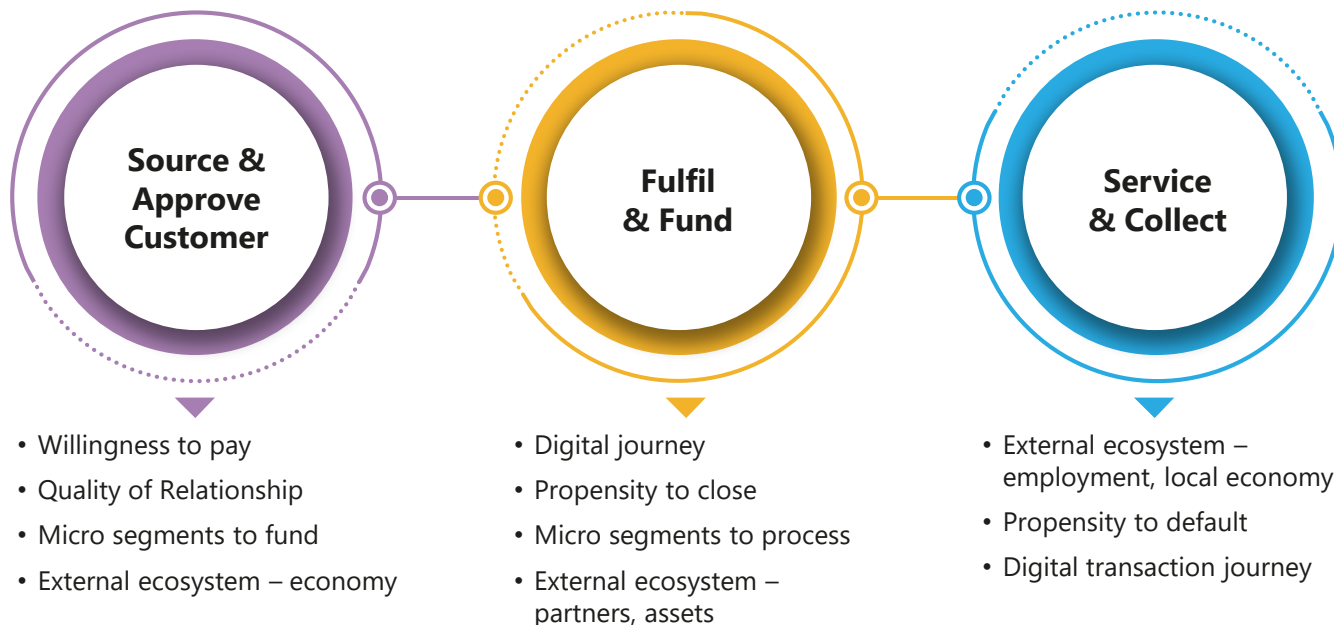
User access and permission management posing a security challenge?

Losing money over inaccurate application of forex rates?

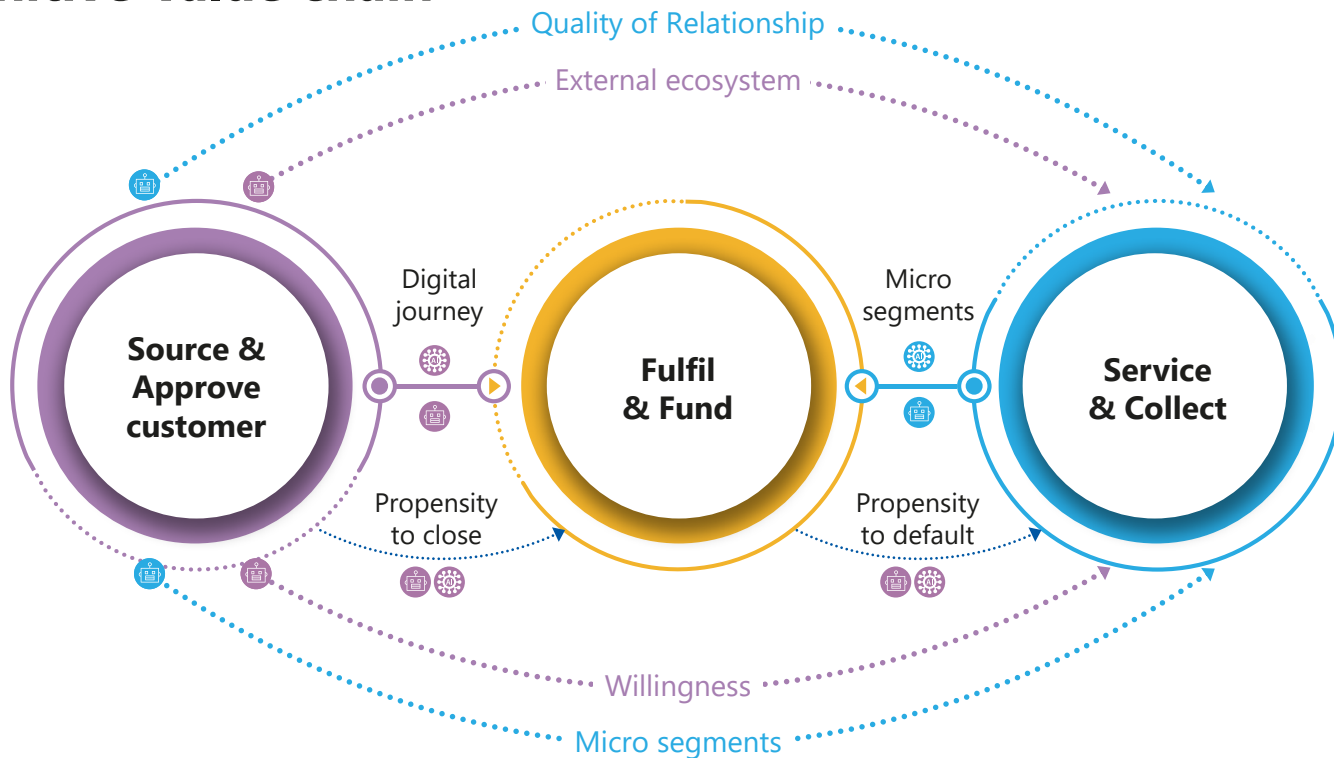
Cluttered with physical documents that do not have digital trails
making audits cumbersome?

Multiple handoffs and approvals negatively impacting customer experience?

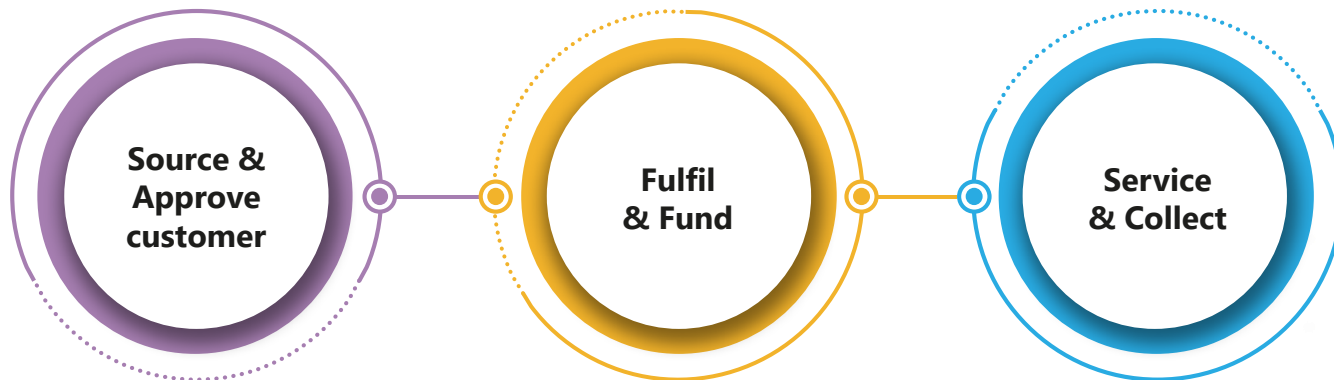
Let's take the Lending value chain to bring the concept to life



Insights across the value chain makes it a Cognitive Value chain



Insights should trigger Actions to make it a Cognitive Connected Value Chain



✓ Intelligent, automated customer communication

✓ Proactive portfolio management

✓ Underwriting micro segments

✓ Target market campaigns

✓ Proactive customer churn management

✓ Expedited customer onboarding

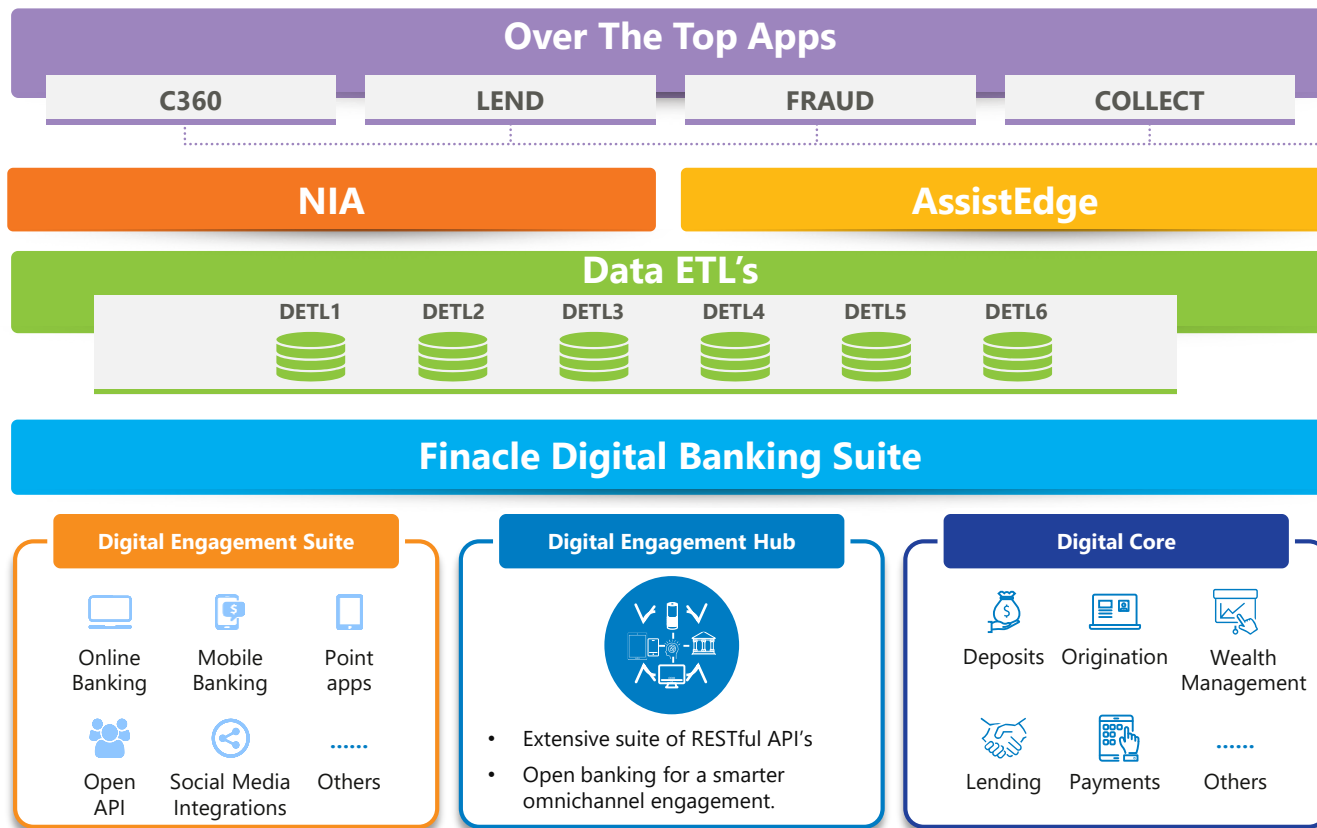
✓ Accelerated loan approvals for enhanced customer experience

✓ Automated loan health dashboards/triggers

✓ Automated predictive analysis for loan defaulters

✓ Accurate and automated reconciliation from multiple disparate data sources

What is the Tech stack that can enable this?

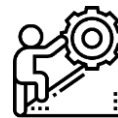


Systems of Innovation

- › Purpose built Apps Built on AI
- › Architected similarly with insights available on API's
- › Over the Top – no Rip and Replace of core systems
- › Embedded automation to ensure process speed and accuracy



Steve
Loan Officer

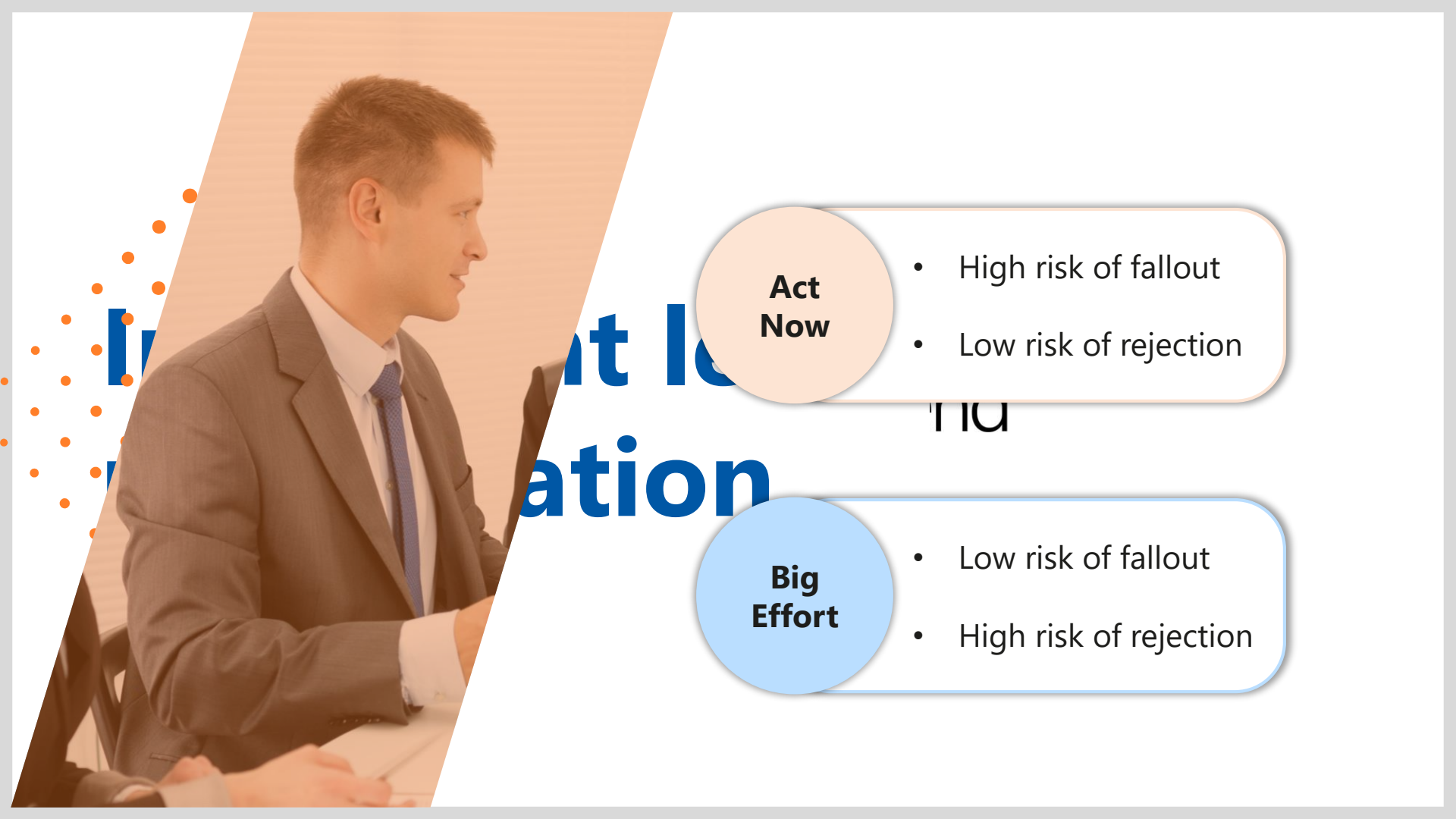


Challenges

Understanding
customer needs

Recommending
right products

Engaging efficiently
to avoid fallout



**Act
Now**

- High risk of fallout
- Low risk of rejection

**Big
Effort**

- Low risk of fallout
- High risk of rejection



Emily
Sales Lead



Challenges

Increase
sales
conversion

Identify
channels
with high
ROI

Improve
marketing
spend
efficiency

Predict &
arrest LO
attrition



Martha
Loan Processor



Challenges

Swamped with
loan documents
from different
sources

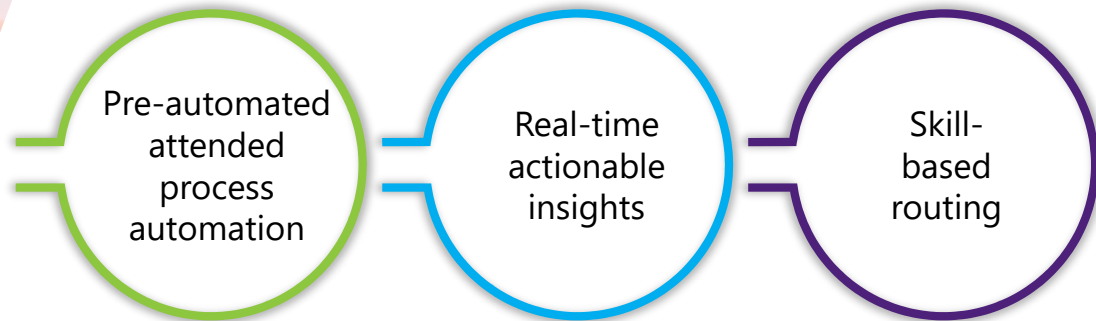
Automating
tasks basis
customers
process
journey

Avoiding
customer
fallout



Martha
Loan Processor

 **assistedge** | Infosys NIA



How a Leading Bank in UAE unlocked significant cost advantage with AssistEdge automation



A Major Bank in UAE were facing challenges with regards to:
70%+ reduction in processing time

- Substantial and growing Direct costs on Cost center Operations

Drastic decrease in Processing Errors vs Human

- Increasing overheads on maintaining processes within required processing SLAs

- Human Errors and time lag for resolution

Operations Staff better utilized for Profit Centers

areas, Process Improvement

- Inordinate Average Handling Time (AHT) between Inputter and Authorizer across many repetitive steps

How a Leading Bank in the USA used Predictive Insights to lower their Delinquencies and Net Losses



One of the largest financial institutions in East-Coast USA with more than \$150 Billion in assets offers a broad range of retail and commercial banking products and services. With a proactive approach to manage lending cycles and enhance customer experience, the bank is always looking for new ways to improve default management. A number of statistical models were used for risk segmentation of their customers but were limited by largely being dependent on trailing payment patterns and the number of features used. There was an urgent need to develop a solution leveraging new-age technology that could be used across products consistently and be nimble on changing business environments.

80bps reduction in roll rates within 4 months of implementation

\$110K loss-savings/month on two portfolios early stage buckets alone

~7% call reduction on self-pay customer

Analyst Recognitions



AssistEdge is a LEADER In The Forrester Wave™ Robotic Process Automation, 2019



Gartner Magic Quadrant for Robotic Process Automation Software 2019

With a strong vision for AI and machine learning in RPA, EdgeVerve (AssistEdge) is recognized for its Ability to Execute and completeness of Vision, in Gartner Magic Quadrant for RPA software 2019



Other Recognitions

Strong performer in first **Forrester Wave: AML** (May)

Inclusion in Forrester Now Tech Report on eProcurement (October)

4th consecutive mention in Constellation ShortList™ for Robotic Process Automation (RPA) for Q3 2019. This report is widely referenced by buyers and enterprise customers of Constellation Research (August)

Inclusion in Forrester Now Tech Report on Computer Vision (August)

Major contender in Everest PEAK Matrix™ Assessment: RPA Products (June). Significant improvement in ratings

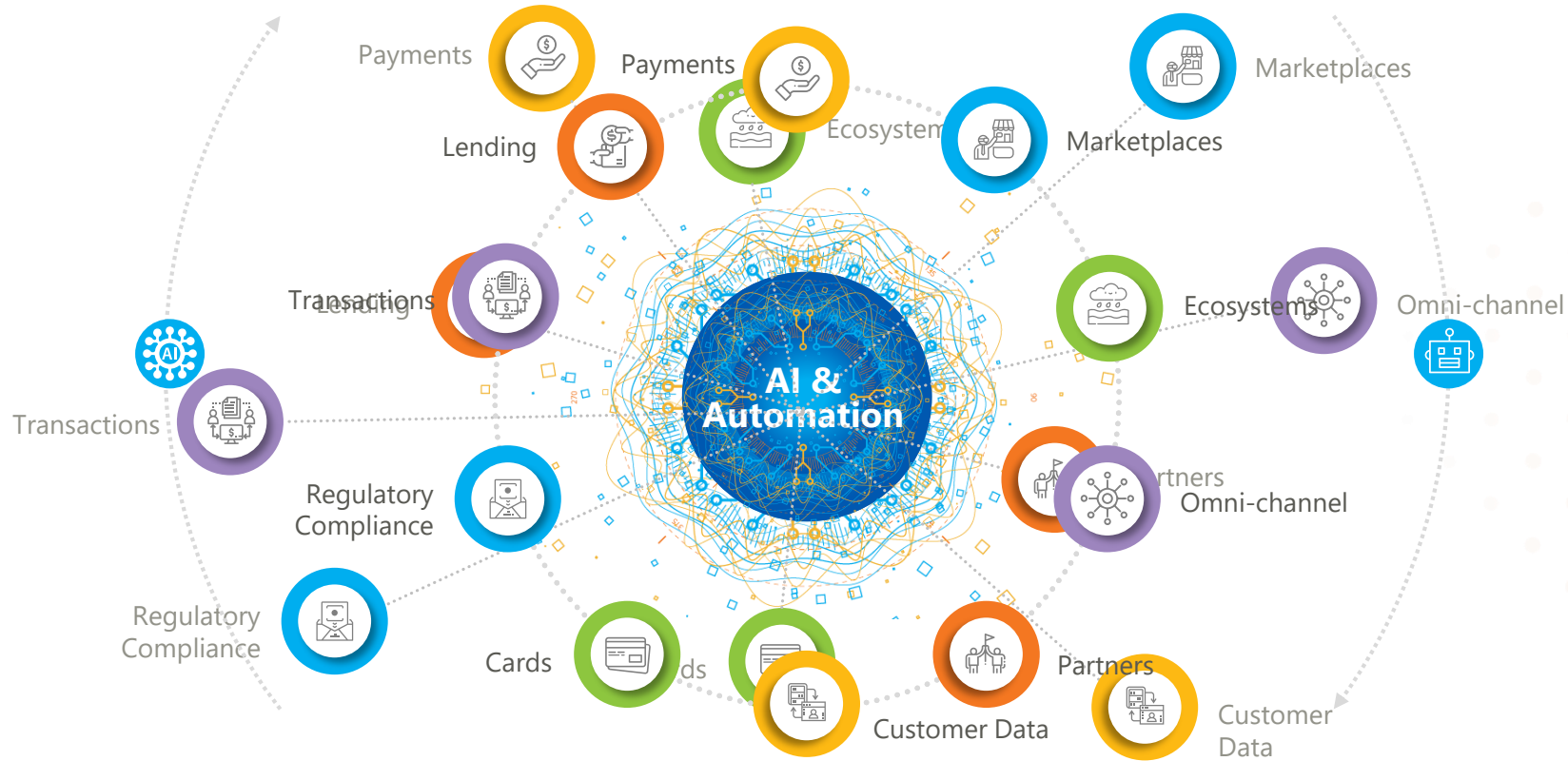
Coverage in Forrester New Tech Report on Computer Vision (June)

Strong performer in Forrester New Wave™: Standalone ChatBot's For IT Operations (April)

2019 POI RetX Badge of Excellence

POI: Best in Class distinction award for Distributor Management (April)

AI & Automation at the core can transform the Financial Services ecosystem and aid your Scale Digital journey



Thank you

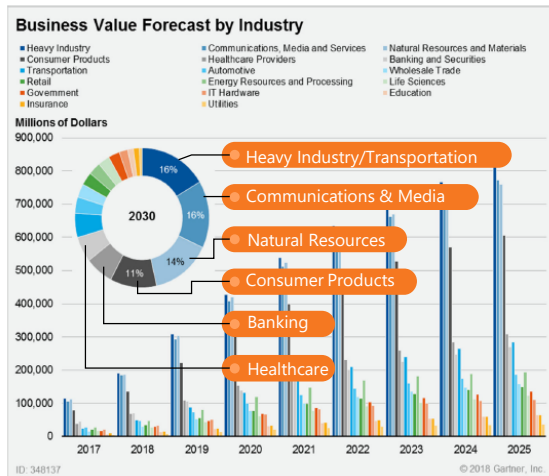


contact@edgeverve.com



Appendix

AI is a clear strategy lever now... but all is not well



	2017	2018	2019	2020	2021	2022	2023	2024	2025
Business Value (\$ Bn)	692	1,175	1,901	2,649	3,346	3,923	4,358	4,725	5,052
Growth		70%	62%	39%	26%	17%	11%	8%	7%

Source: Gartner (March 2018)

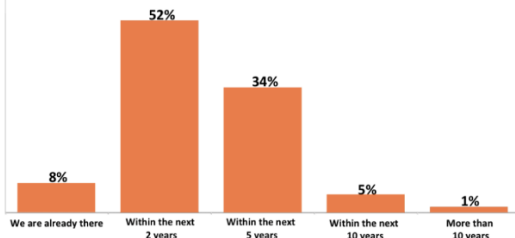


40% of digital transformation initiatives will be supported by **cognitive/AI capabilities** fueling new operating and monetization models



AI augmentation will generate **\$2.9 trillion** in business value and recover **6.2 billion** hours of worker productivity

AI Tourism gives way to the realities...



Gartner predicts **85%** of AI projects will "not deliver" for CIOs

Firms get stuck in experimentation

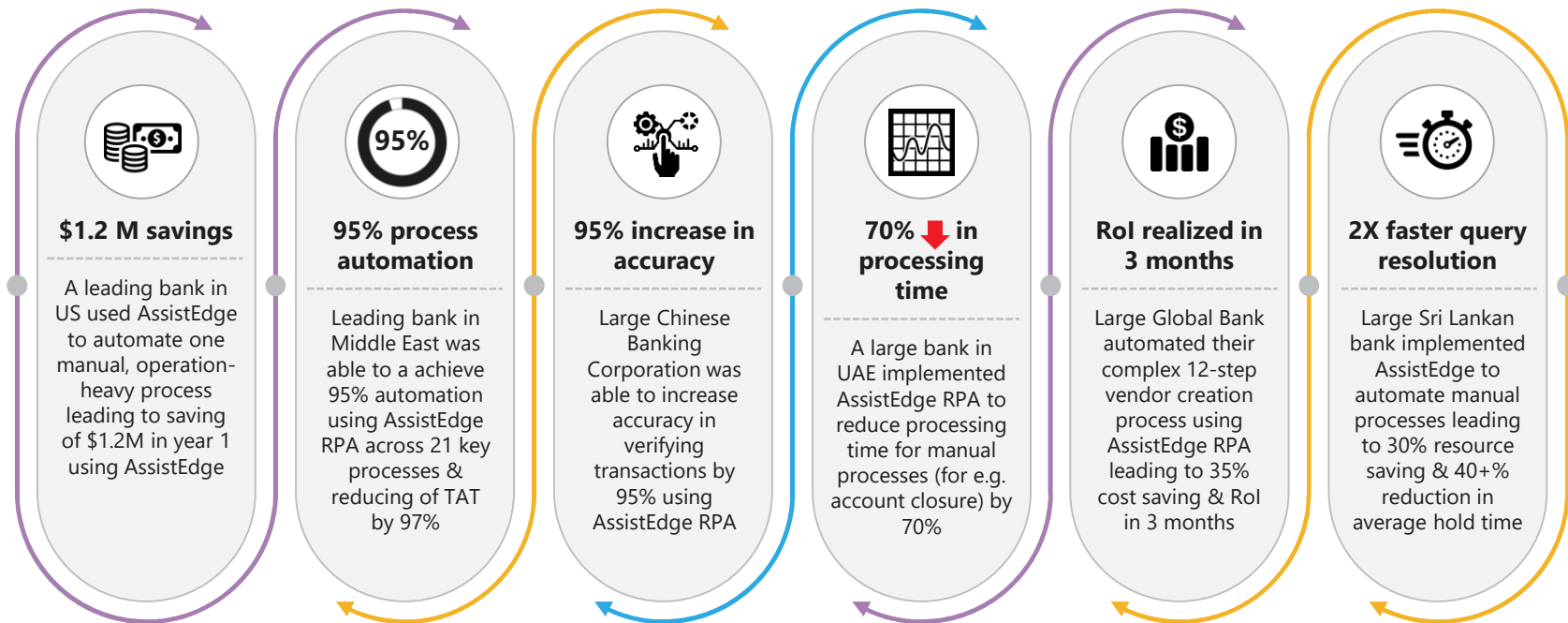


47%
Find deploying and maintaining AI models in production challenging

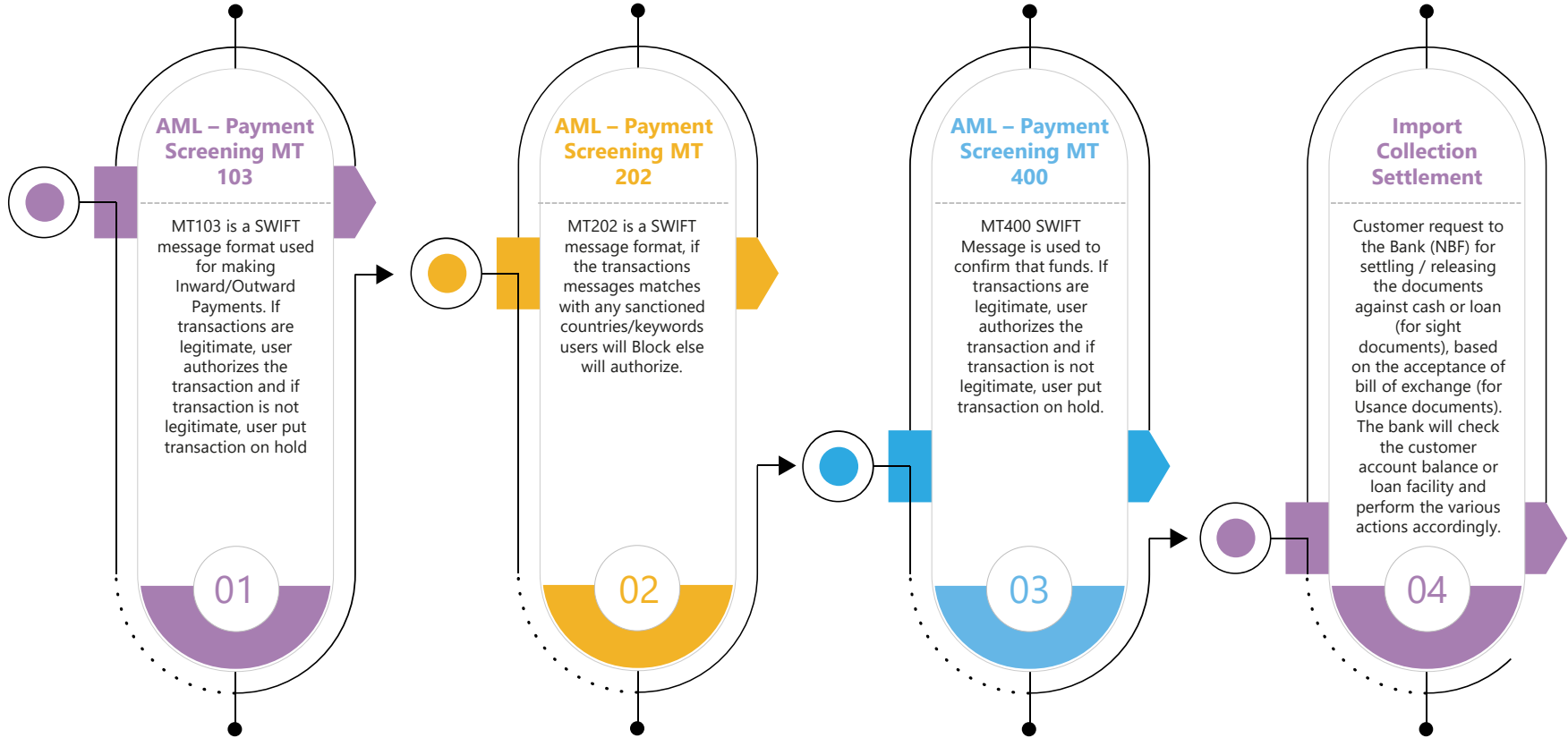


51%
Find sustaining, optimizing, and expanding AI capabilities challenging

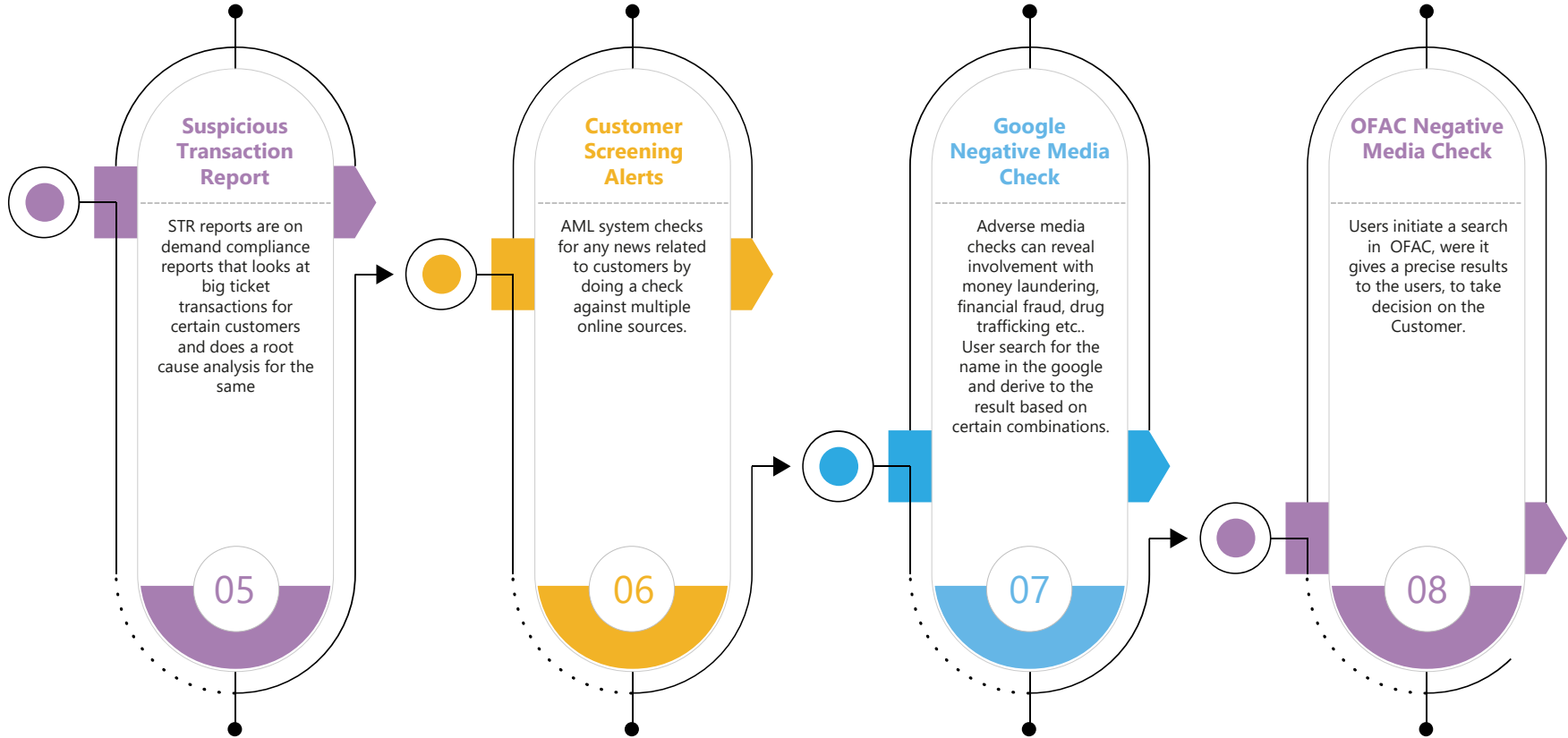
What Automation Can Help Your Enterprise Achieve



Finacle Use Cases Automated at NBF (1/2)



Finacle Use Cases Automated at NBF (1/2)



Finacle Use Cases Automated at NBF (1/2)

