

Leading Financial Firm Leverages Infosys Topaz AI Next, **Reduces Vehicle Loan Review Time 75%**



Summary

A leading financial organization struggled with operational bottlenecks in vehicle loan processing due to manual document reviews, causing inefficiencies and quality issues. Infosys Topaz AI Next transformed their workflow by deploying AI agents to automate multi-stream verification including document checks, data and signature validation, financial, and collateral verification.

This intelligent automation reduced loan processing time from 40–50 minutes to just 5–10, achieved over 80% accuracy, eliminated month-end overtime, and enabled higher throughput with improved consistency and compliance.



Problem Statement

A global vehicle finance provider faced loan processing issues impacting efficiency, customer satisfaction, and competitiveness.

Key highlights

Manual review bottlenecks overwhelmed the client's vehicle loan operations, risking efficiency and compliance. Reviewing diverse document formats created challenges in handling volume, maintaining quality, and ensuring sustainable operational performance.



Volume Overload:

Processing ~12K monthly vehicle loans, with ~8K surge during month-end peaks.



Document Complexity:

Manual validation of over 16 documents per loan transaction across multiple formats and document types was a tedious task.



Error Prone:

Information errors consistently overlooked due to reviewer fatigue and time pressure during high-volume periods.



Fraud Detection Gaps:

Missed detection of altered or fraudulent signatures and failure to identify fraudulent ID documents during manual screening.



Risk Exposure:

Compromised review quality leading to increased likelihood of costly errors and regulatory violations.



Operational Crisis:

High employee effort spent due to unsustainable workload and month-end pressure, creating a cycle of increased burden on the employees ending in high attrition.

The Solution

Topaz AI Next, a unified Applied AI platform, streamlined vehicle loan processing through intelligent automation. After receiving documents and encoding financial and collateral details, AI agents initiate multi-stream verification.

They check document availability via email, validate attachments, cross-verify data with the Loan Management System (LMS), perform signature verification using pattern recognition, and authenticate IDs via portal databases. Financial and collateral documents are also verified for compliance. Once complete, the system activates the account and sets up payment in the LMS.

This intelligent automation reduced loan processing time from days to hours while maintaining high accuracy. AI agents operate concurrently across verification streams, publishing results to the Engage Dashboard and LMS. This enabled the client to handle more applications with greater consistency, lower costs, and improved compliance. The solution's built-in exception handling ensures that complex cases requiring human judgment are appropriately flagged while routine applications flow unimpeded.



Benefits



Reduced loan verification **AHT** by **75%**, from 40 - 50 minutes to just 5 -10 minutes.



Achieved **90 – 120 minute time savings per loan** via streamlined automated verification processes.



Intelligent automation enabled **80% accuracy** in document verification and validation.



Eliminated month-end overtime, enabled automated tracking, and enhanced team productivity through efficient reporting and verification.



Enabled **Straight-Through Processing** for future business rule standardization.

To know how Infosys Topaz AI Next platform can help you unlock insights hidden in documents, write to us at

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