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Know your Customer (KYC)

AI Powered KYC enables seamless, intelligent workflows across indentification, screening, due diligence and onboarding

1 Mn
KYC documents/ month

60+
Document types

TAT
Improved from weeks to days

Business Outcomes

Agentic AI KYC delivers measurable improvements across every dimension of the onboarding lifecycle.

- Faster onboarding with~45% time savings
- 10% reduction in QA/QC effort
- Reduced OpEx
- ~30% improvement in record quality
- Error free validation

Every Change Detected. Every Risk Addressed.

Agent-led monitoring that continuously tracks customer ownership, behavioral, and regulatory changes, refreshes evidence, and enables proactive, risk-based compliance across the customer lifecycle.

Key Challenge Areas

Balancing Quality excellence with cost efficiency across domains

Onboarding & Periodic Reviews

- Approval Delays
- Increased Cycle time
- Client Drop-Offs/ revenue impact
- Complex Ownership Reviews
- Data Resubmissions / Rework impacting TAT

Client Identification & Verification

- Manual Cross-System Validation
- Inconsistent Global Data Standards
- Lack of unified Customer Visibility
- Complex client structure
- Fragmented Data

Screening & Risk Assessment

- High False Positives
- Delayed Watchlist Updates
- Excessive Screening
- Manual Alert Handling
- Reduced Analyst efficiency

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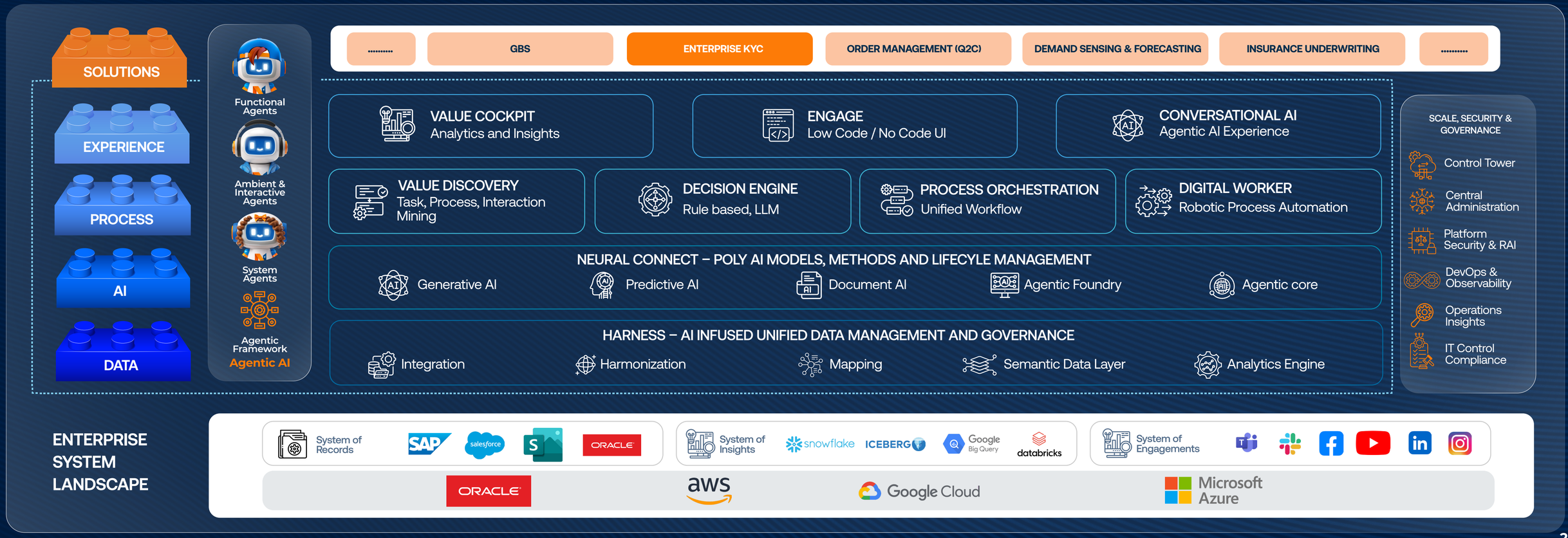
Infosys Topaz AI Next Solution

Next-Gen Digital KYC, Powered by Agentic AI

Our solution delivers a unified, intelligent andfrictionless experience through a multi-agent ecosystem—orchestrating specialized agents across client identification, due diligence, screening, and onboarding.

Key Goals

- Reduced Complexity
- Lower Operational Costs
- Improved KYC Quality
- Reduced TAT



Multi-Agent Architecture

Agentic AI and human expertise work in parallel lanes—orchestrated end-to-end across the KYC workflow.



- Deep Domain Expertise
- Technology Agnostic
- Proven Delivery Model
- Regulatory Alignment

WHAT SETS US APART

WHY US?

Platform players offer point KYC agents; our platform delivers enterprise-grade, customizable agents across the full KYC lifecycle.

FOUR PILLARS OF DIFFERENTIATION

- True Agentic Architecture
- Full Lifecycle Ownership
- Regulatory-Grade Explainability
- Design Thinking-Led Delivery

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Success Story

Automated and optimized KYC operations to accelerate processing, improve accuracy, and enhance customer experience for major US bank.

CONTEXT

40M
Reviews & approves the profile

60+
document types across 7 regions.

70%
of existing customers due for periodic refresh

90%
automation coverage for specific LOBs

KEY RESULTS

Weeks to Days
KYC Turnaround

~1 million
KYC documents per month

60+
Documents types

Reduction
in overall costs

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About Topaz AI Next:
Infosys Topaz AI Next is an AI-first business operations platform designed to orchestrate and transform enterprise operations at scale, help unlock digital-native performance, and accelerate the journey toward autonomous enterprises. Infused with next-generation AI capabilities, it powers Edge Verve's portfolio of curated industry solutions, helping enterprises move beyond AI experimentation to sustained value realization, maximize ROI, and witness faster time to value at scale

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