AI Next

edgeverve
An Infosys company

A large UK bank achieves Business Process Transformation & realizes ~45% operational efficiency

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Summary

Our customer is a UK Bank offering commercial, retail and private banking services to 2.6 Mn customers across its 80 branches.

The customer was faced with fragmented processes, complex systems, and a low level of automation. They needed enterprise-wide transformation, enabling AI-adoption and streamlining their complex operations.

They leveraged the EdgeVerve AI Next Platform, a unified platform to accelerate an AI-driven operational transformation and amplify operational efficiency and cost savings.

Business Challenge

The customer was faced with multiple challenges including disintegrated systems, fragmented processes, disparate stacks of existing apps, low levels of digitization, and sub-optimal knowledge retention.

They needed enterprise-wide transformation enabling enterprise AI-adoption, cloud adoption, AI data strategy, and intelligent user experience.

Solution

The **EdgeVerve AI Next Platform** was identified as a transformative solution for enhancing operations across various functions within the bank. The platform has been implemented across multiple domains, including **mortgages, payments, lending, KYC (Know Your Customer),** and **financial crime management** areas.

The platform is powered by cutting-edge Generative AI (GenAI) capabilities and integrates a suite of intelligent tools that streamline and enhance operational workflows. Key features of the AI Next platform include:

GenAI-led document extraction: Enables the automated capture and interpretation of data from structured and unstructured documents, significantly reducing manual effort.

Unified dashboard: Seamlessly connects disparate systems and tools into a single interface, simplifying the user experience and boosting productivity.

Intelligent automation: Automates repetitive tasks and complex workflows, reducing processing time and improving efficiency.

AI / ML-powered analytics: Leverages the power of data to generate predictive insights, identify anomalies, and improve operational and compliance outcomes.

By combining these capabilities, AI Next helps drive **digital transformation** through **improved customer journeys, straight-through processing (STP), first-time-right accuracy,** and enhanced **regulatory compliance**.

Looking ahead, AI Next is positioned to be a **pivotal platform** within the bank's digital ecosystem. It is expected to bring measurable efficiencies across multiple business units. Specifically, functions such as **payment operations, customer service, and mortgage processing** are set to benefit substantially from continued adoption and scaling of the platform.

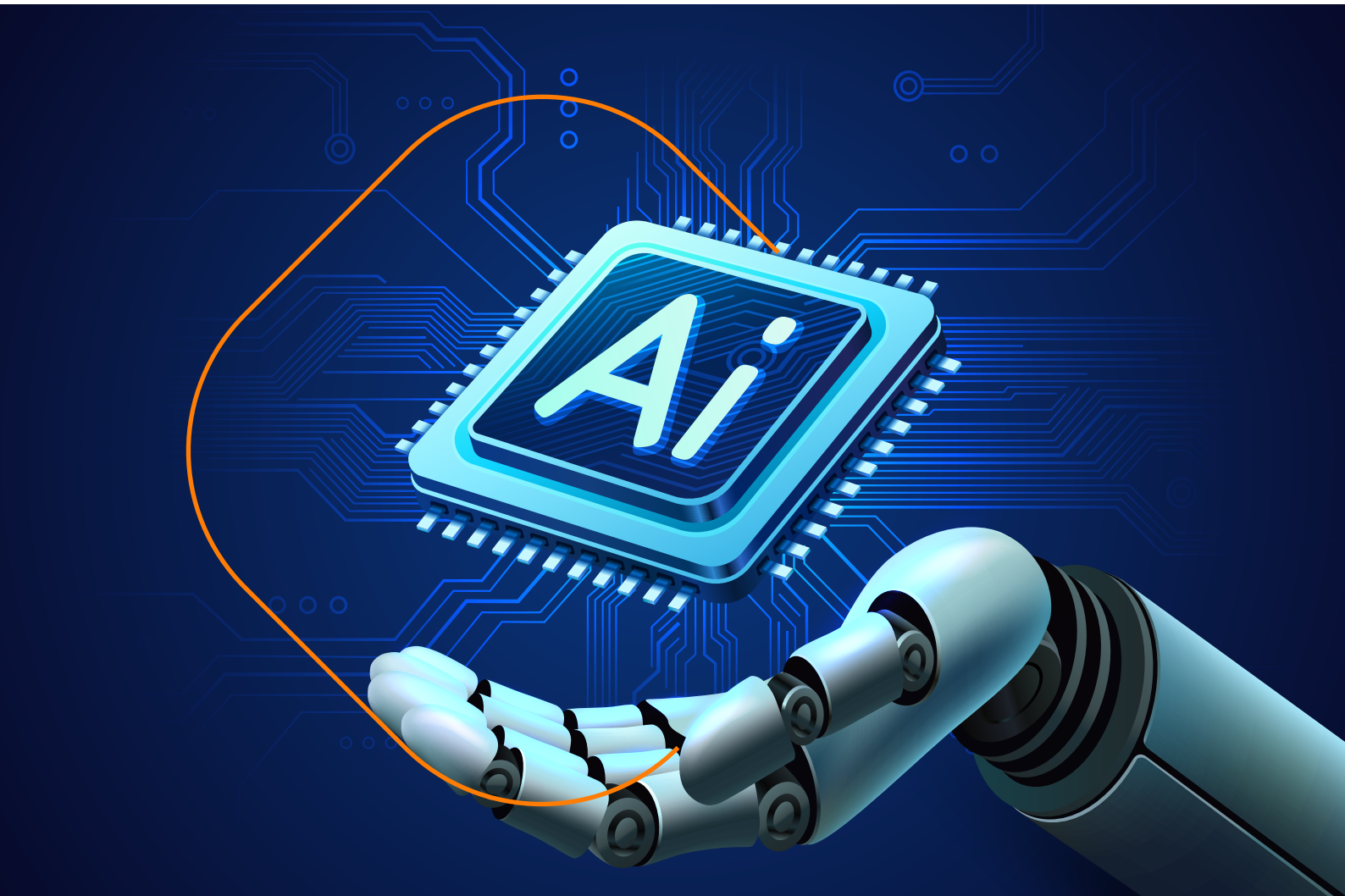
Business value delivered for the customer's retail and commercial operations include –

- Integrated systems and applications enabling optimized processes and seamless operations
- Increased automation coverage, improving the feasibility of technology enhancements
- Unlocked silos across data, people, processes and technology to deliver a unified experience
- Improved overall knowledge retention, specifically in high-risk & constantly evolving processes, such as financial crime management

Business Outcomes

EdgeVerve AI Next Platform is enabling the bank to set-off on the path of AI-driven enterprise transformation at scale, unlocking –

- **40-45%** operational efficiency and cost savings across business processes
- **~25%** hyper productivity improvement in just 18 months
- Accelerated digital journeys and enabled straight-through-processing, achieving first- time-right, accurate and compliant operations
- Improved the Net Promoter Score (NPS) through intelligent customer experience



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To know how EdgeVerve AI Next can transform and unlock business value hidden in your processes, write to us at

contact@edgeverve.com

AI Next

EdgeVerve AI Next, part of Infosys Topaz, enables the scaling of Applied AI across the enterprise. Built from the ground up to leverage the power of Generative AI, this unified platform bridges silos in people, processes, data, and technology to drive transformation in business operations.

EdgeVerve. Possibilities Unlimited.

https://www.edgeverve.com/ai-next/

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About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, empowering clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency, amplify human potential, and foster a connected ecosystem. Our comprehensive platform portfolio (EdgeVerve AI Next, AssistEdge, XtractEdge, and TradeEdge) across Automation, Document AI, and Supply Chain helps inspire global enterprises to bridge silos in people, processes, data, & technology, discover & automate processes, digitize & structure unstructured data, and unlock the power of the network by integrating value chain partners. With a deep-rooted entrepreneurial culture, EdgeVerve's innovations are helping global corporations across sectors such as financial services, insurance, retail, consumer and packaged goods, life sciences, manufacturing, telecom, utilities, and more.

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