Banking, Capital Markets, and Wealth Management

Sharpen your competitive edge in customer satisfaction, agility, and profitability

Key challenge
Maintaining a competitive edge in Financial Services is difficult if you struggle with fractured processes that disrupt customer onboarding, cannot match the agility of alternative banks and lending institutions, or are at risk from criminal activity and regulatory non-compliance.

Solution
ABBYY offers a uniquely suited and comprehensive approach to content-intensive processes in Financial Services. We not only automate the capture, recognition, field extraction, and validation of structured and unstructured content; we guide you in the continuous improvement of the processes through which they flow.

ABBYY’s Digital Intelligence platform helps you sharpen your competitive edge throughout your operations.

Streamline KYC processes and automate the document intake processes to ensure compliance with anti-money laundering (AML) regulation

Accelerate the loan lifecycle, reducing complexity and enabling faster funding from servicing to origination, underwriting, document capture, and closing

Improve trade service quality levels, expand trade operations, and ensure compliance to regulatory bodies to avoid fraud and fines
Gain market share and boost profit by creating a better customer experience

ABBYY’s Digital Intelligence platform helps you craft a multi-front battle plan that coordinates people, processes, and documents more successfully than your competition.

Automates document processing

- Thousands of document types used in Financial Services are automatically captured and classified using advanced optical character recognition (OCR), streamlining processes from the first contact with customers to the latest compliance audit.
- Natural language processing (NLP) and machine learning (ML) technology provide the highest level of entity extraction accuracy, especially from complex and unstructured documents like contracts, lease agreements, and titles.
- Artificial intelligence (AI) technologies play a key role in providing the tools needed to create dynamic, responsive, and customized interactions during onboarding through approval and updates all along the account lifecycle.

Monitors and alerts on how humans and content are interacting in processes

- ABBYY Digital Intelligence leverages AI and analytics to present you with a visual model of “typical” processes in Financial Services, like KYC, lending, and trade finance—based on data from your own systems. You’ll see where customers and employees input, review, decide, and take action on critical content.
- Deviations from the typical baseline are automatically identified, alerting you to actions that suggest potential crimes and fraud as well as non-compliance risks.
- You gain visibility into in banking, capital markets, and wealth management processes to see where you can improve without driving up costs.

Increases flexibility in accommodating change

- AI and ML help you scale expertise to deal with a growing volume of new accounts, loan applications, and transport documents.
- Seamless integration with financial, robotic process automation (RPA), intelligent process automation (IPA), and enterprise content management (ECM) platforms ensures changes are reflected throughout your organization.
- Automatically notify digital workers to take action in response to an alert.
Discover the ABBYY Difference

Strengthen customer relationships

- Reduce friction and improve transparency in onboarding with simplified document capture and processing
- Free staff to focus on customer relationship management instead of administration
- Collaborate efficiently and engage more deeply with customers through their channel of choice: phone, mobile, email, chat, web portal, and more

Mitigate losses from fraud and penalties

- Reduce risks introduced by human interpretation and error by automating repetitive manual processes
- Gain insight into the ways that people are interacting with the processes and the documents that could indicate suspicious behavior
- Receive alerts and automate remediation to help you eliminate delays or attacks and disruptions before they happen

Increase your agility in the Financial Services sector

- Apply Digital Intelligence gained from deeper understanding of processes to plan your best next steps against competitors
- Begin to predict events in processes before they happen; for example, forecast trade processes in their future state
- See whether making specific changes to processes will pay off before you invest in making them

硇 ABBYY empowers financial institutions to gain a complete understanding of their business processes and the content that fuels them with our Digital Intelligence platform. Learn more at ABBYY.com/finserv