

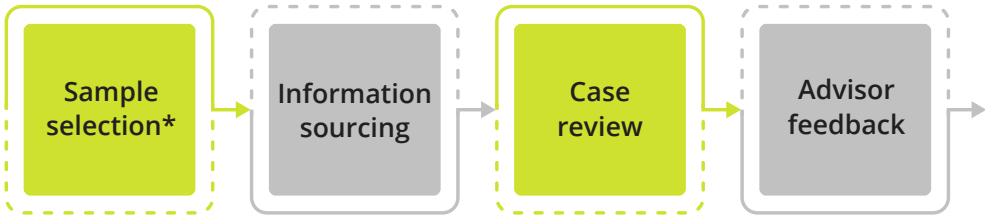
DRIVING COMPLIANCE WHILE REDUCING COSTS IN SALES QUALITY MONITORING

PROCESS BACKGROUND

A large global bank’s Sales Quality team is responsible for reviewing the sale of financial products to ensure regulatory compliance. Due to sheer volume, these checks were being conducted only 2-3 weeks after sales completion and only on a sample of 10-15% of completed sales. A team of 120 reviewers had to manually cross-reference over 10 different data sources and 180 data points to find and extract the necessary information for the audit. Each review took approximately 4 hours to conduct.

PROCESS CHALLENGES

AS-IS



This simplified illustration presents the current workflow of the Sales Quality Compliance process.

**Only a small proportion of document is checked. The document selection process is based on risk-based profiling of cases through a risk scorecard.*

1. Accuracy risk

► Various forms of data such as PDFs, images, etc. cannot be processed by traditional Automation software. Only 20% of the SQ data is in a structured format, while the rest is unstructured and manually processed. This can lead to inconsistencies and potential oversights from human error.

2. Operational inefficiency

► Process is slow, labour-intensive and costly. Feedback loops are long and delayed.

3. Compliance risk

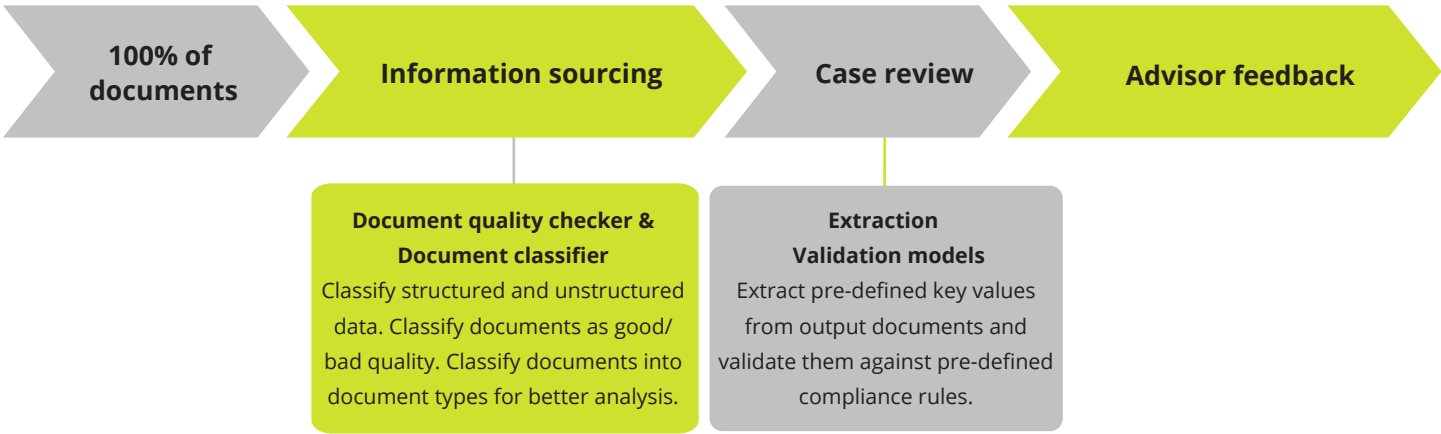
► Only a small portion of reports are checked because of limited human resources, resulting in uncorrected faults and errors in unchecked cases.

4. Complex regulatory environment

► Regulations change frequently and it is hard for manual processes to adjust and keep up to date. Cost of non-compliance is becoming untenable due to heavy financial fines, reputational damage, and long-term client-avoidance.

OUR SOLUTION

TO-BE



We built AI models to classify, extract and validate data from the SQ documentation (e.g. advisory report, payslip, bank statement, loan document).

1. Advanced AI Engineering

► Efficient document processing with our advanced AI data extraction and workflow automation solutions.
 ► High sustainable accuracy (~80% at early stages, up to 90-95% over time in production).

2. Seamless AI-business integration

► Successfully implemented solution at scale without disrupting ongoing operations.
 ► Proven success in using AI to augment, not replace, human judgment and expertise.

3. Data security priority

► Experience in designing and deploying Cloud and On-premise solutions to maximise efficiencies while ensuring customer data protection and privacy.

4. Domain expertise

► Success in understanding as well as automating regulatory compliance processes within financial services and other highly regulated sectors.

RESULT

- Greater compliance: **100% of cases checked**
- Operational efficiency: **80% reduction** in processing time
- High accuracy: **90-95% accuracy rate**
- Process re-engineering: **Drastically streamlined** from 2-3 weeks Post-Sales to checks being done within 1 hour at Point of Sales