

Revolutionizing Financial Documentation: How a Leading Multinational Financial Services Provider Transformed Compliance and Efficiency with AI-Powered Solutions



THE CHALLENGE

A leading multinational financial services provider, offering a comprehensive suite of wealth management, personal banking, credit card, and mortgage services, faced a critical challenge in managing its vast documentation ecosystem. Producing over 3 million PDFs annually, the company relied on legacy document remediation software that was increasingly inadequate and costly.

The existing solution struggled with inaccuracies, slow processing times, and an inability to handle complex tasks such as generating image descriptions (alt text) and processing scanned documents. Additionally, the legacy solution failed to provide screen-reader-compatible outputs, creating significant accessibility gaps and exposing the company to compliance risks.

To maintain its competitive edge, the company set a strict performance benchmark: ensuring that each accessible PDF could be remediated in an exponentially shorter time, while delivering an exceptional customer experience.



THE SOLUTION

The wealth management line of business implemented PREP, a cutting-edge AI-powered document remediation platform. PREP delivered transformative results:

- **Accessibility Tags:**
Created 95% faster with 90% accuracy.
- **Descriptive Alt Text:**
Reduced generation time from hours to minutes.
- **Template-Based Approach:**
Significantly minimized setup time, ensuring even the most complex transactional documents were properly tagged.
- **Integrated Experience:**
Created a systematic, integrated document compliance experience for internal stakeholders.



THE RESULTS

The implementation of PREP delivered immediate and measurable benefits:

- **Seamless Adoption:**
 - The core workflow remained unchanged, ensuring a smooth transition.
 - Minimal training was required, leading to quick and efficient internal user adoption.
- **Cost Savings:**
 - Automated manual processes and reduced errors eliminated costly remediation efforts, dramatically bringing down annual spending (about 40% lower).
 - Complex documents that previously took hours to remediate were processed in minutes.
- **Compliance Assurance:**
 - PREP's advanced AI ensured high accuracy in generating alt text for complex images.
 - Screen reader-compatible outputs guaranteed full compliance with ADA/EAA regulations, mitigating risks of fines and reputational damage.
- **Operational Efficiency:**
 - Thousands of hours of manual labor were eliminated, allowing employees to focus on higher-value tasks.
 - The platform's speed and scalability enabled the company to handle peak document volumes with ease.
- **Future-Proofing Accessibility:**
 - By adopting an automated and innovative solution, the company positioned itself as a leader in accessibility and innovation.
 - The platform's adaptability ensures ongoing compliance with evolving regulations, reinforcing the company's commitment to inclusivity and customer satisfaction.
- **Expansion:**
 - Due to the success of the wealth management line of business, the company committed to deploying PREP enterprise-wide to include Consumers, Private Bank, Wealth at Work, Investments, CIO Org, COO teams (Account), Legal (regulatory filings) over the next 12 months.

CONCLUSION

The decision to embrace PREP resolved the company's immediate documentation challenges for this line of business and delivered a significant competitive advantage. By leveraging AI-driven technology, the company achieved unparalleled efficiency, compliance, and cost savings—setting a new standard for accessibility in the financial services industry.