AI for Financial *Services.*

Regulated financial workflows automated with model-risk governance mapped to your SR 11-7 framework — not bolted on afterwards.

From strategy and pilots to production outcomes.

NICE CXone · Amazon Connect · Azure OpenAI · AWS Bedrock · Retell AI · Salesforce

20–30%
AHT reduction with agent copilots

50%+
Analyst time cut on KYC refresh

3–5x
Right-party contact on compliant voice

Days → hours
Loan-document driven decisions

What is under pressure today.

Regulated financial workflows automated with model-risk governance mapped to your SR 11-7 framework — not bolted on afterwards.

01
Regulatory framework
OCC, CFPB, SR 11-7, PSD2 and privacy regimes make evidence and oversight non-negotiable.

02
Fraud versus friction
Controls that friction good customers cost more than the fraud they prevent.

03
Servicing cost-to-serve
Digital-first customers still call; cost rises unless AI containment steps in.

WHAT GOOD LOOKS LIKE

The outcomes these programs are measured on.

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Ranges reflect outcomes observed across Pronix engagements. Your baseline is measured from your own data in the first two weeks, and every figure we report afterwards is a movement against that baseline.

Our position. We do not open with a percentage promise. We baseline the workflow, instrument it, ship one use case into production and report the delta — before anyone commits to a rollout.

DELIVERED ON YOUR STACK

Certified across the platforms this sector already runs.

- NICE CXone
- Amazon Connect
- Azure OpenAI
- AWS Bedrock
- Retell AI
- Salesforce

We do not ask you to re-platform to adopt AI. Where a capability is already licensed in your estate, we configure it before we build anything new.

The workflows we deliver.

Named workflows with the delivery platform behind each — every one live in production for enterprises in this sector, with an evaluation harness and audit trail from day one.

NICE ENLIGHTEN + AZURE OPENAI

Real-time agent assist for retail banking

RAG over product, policy and compliance content with live compliance checks and after-call summary.

AWS BEDROCK

KYC refresh agent for commercial banking

Multi-agent pipeline pulls entity data, screens adverse media and builds analyst-ready packets.

Retell RETELL AI

Compliant AI voice for early-stage collections

Policy-grounded scripts, FDCPA/UDAAP alignment and hot transfer on hardship signals.

AZURE OPENAI IDP

Loan-document processing

Extract, validate and route to underwriting with confidence scoring and exception queues.

CCAAS + AZURE OPENAI

Dispute intake and resolution

AI-assisted fraud triage, evidence gathering and Reg E/Z-compliant resolution paths.

AZURE OPENAI

RAG knowledge platform for wealth advisors

Governed retrieval with audit-ready citations inside the advisor workstation.

Governance built into delivery, not bolted on afterwards. Model inventory, evaluation harness, monitoring and validation artifacts mapped to SR 11-7, with human-in-the-loop on regulated decisions.

How the first workflow reaches production.

A sequenced 90-day plan, an engagement model that matches how you want to buy, and the evidence pack a steering committee needs to fund the next wave.

THE FIRST 90 DAYS

One workflow in production, measured against baseline.

WEEKS 1–2

Weeks 1–2

Servicing, fraud and collections baseline; model-risk plan drafted with second line.

WEEKS 3–6

Weeks 3–6

One line of business live — agent assist or document processing — with evals.

WEEKS 7–12

Weeks 7–12

Core banking / card core integration, monitoring and validation package handed to model risk.

Shadow mode, then A/B by team, then production — with guardrails agreed before build and no SLA movement without evidence.

HOW WE ENGAGE

Three engagement models, one accountable partner.

Advise

Baseline, use-case shortlist and a business case your CFO can defend.

Implement

Certified build on the CCaaS, LLM and core systems you already run.

Run

Managed AI operations, evaluation harness and quarterly model review.

Outcomes our clients audited.

Selected engagements in this sector — the baseline, what we shipped and the measured result.

CASE STUDY · FINANCIAL SERVICES

92 dialog flows migrated with zero client-facing outage at an investment management firm

Investment management firm, $180B AUM

KORE.AI AGENT PLATFORM · GENESYS CLOUD · SALESFORCE FINANCIAL SERVICES CLOUD

92 Five9 IVA flows, three of them tied to advisor identity verification and trade-status inquiries with hard SEC/FINRA recording requirements. Any drop in call-recording coverage or authentication rigor would trigger a mandatory disclosure.

- Flow inventory and consolidation
- Advisor authentication uplift
- Recording continuity as a P0
- Regulator-ready runbook

14 wk	0	-45s	100%
Full cutover, 61 consolidated flows	Client-facing outage minutes	Advisor authentication AHT	Recording continuity through cutover

CASE STUDY · FINANCIAL SERVICES

Retail banking self-service at a regional bank — conversational AI across servicing journeys

Regional bank, 2.3M retail customers

KORE.AI AGENT PLATFORM · AMAZON CONNECT · FISERV DNA

Retail servicing was 62% of contact volume with four repetitive intents. Prior IVR self-service capped at 14% containment. FFIEC and enterprise-security posture meant every new self-service intent had to be reviewed for authentication rigor and dispute-window handling.

- Strong-auth first
- Dispute intake as guided form
- Core banking tool layer
- Model risk management pack

36%	-52%	0	+8
Containment on top-4 servicing intents	Dispute intake AHT	enterprise-security / FFIEC findings	Digital NPS

Where to start.

Start with one workflow. Prove it against baseline. Then scale.

01
Baseline workshop
Two sessions to size volume, cost-to-serve and the quality baseline we will be measured against.

02
Pilot in six weeks
One workflow live in shadow mode, then A/B, with the evaluation harness in place from day one.

03
Scale and operate
Production rollout, integration hardening and managed AI operations against agreed SLAs.

WHAT YOU GET IN THE FIRST 90 DAYS

- **One workflow live in production**
- **Baseline and measured delta**
- **Evaluation harness and audit trail**
- **Rollout plan costed by line of business**

PRONIX AT A GLANCE

200+
Certified engineers & architects

15+
Average years of enterprise delivery experience

9
Named CCaaS/CX, Conversational AI & Cloud partnerships

100+
Enterprise Clients Worldwide

3
Global delivery regions

24×7
Managed operations across three regions

NEXT STEP

Model the business case before you commit.

Run the sector ROI model, or book a working session with the practitioners who ship these programs.

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