



Know Your Customer is a process used by financial organisations to review customer documentation in support of loan applications. Our client, a Fortune 500 organisation, needs to read driving licences and income statements ahead of making any lending decisions.

Given the variety of formats for both driving licences and statements, along with the fact that many customers submitted poor quality photocopies, our software applied advanced interpretive techniques to determine which of the many numbers and formats related to either relevant identification data or income figures.

**Analysing multiple identity and income documents can now be done within minutes, greatly accelerating loan applications.**



# Know Your Customer



To do this we receive zipped files from the client's internal automation tools, opening them up and then weeding out any unnecessary documents (there are frequently large numbers of files in each zip, many being irrelevant to the process). The appropriate data is then extracted to our platform and

evaluated according to the necessary criteria such as validity of ID or whether or not the correct number of months' income had been demonstrated, returning a result of either success or non-compliance for each case.

The automated process was so fast that staffing requirements should reduce to just 20% for the same number of requests, with each application processed on the day of receipt, accelerating the client's time from application to live lending. Data extraction and entry is also much more accurate than the standard, manual industry average of 70%.

**Finance & Accounting**  
Order To Cash  
Cash Management  
Reconciliations

**Procurement**  
Vendor Management  
Procure to Pay  
Order Fulfilment

**HR**  
Payroll  
Benefits Administration  
Performance Mgmt

**Manufacturing**  
Logistics  
Procurement/BOM  
Supply Chain Opt

**Insurance**  
Claims Processing  
Policy Servicing  
Underwriting