

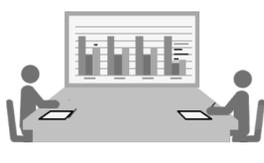
UNLOCK GENERATIVE AI POWERED FINANCIAL SERVICES

Reimagining FSI with Copilot

The banking and capital markets industry is undergoing significant change. Rising customer demands, delivering personalized experiences, and unpredictable market fluctuations are significant challenges within FSI.

Amidst this, Generative AI holds the potential to leverage terabytes of data that flow across their organization to transform core processes, reimagine customer engagement, unlock productivity, and mitigate risks.

PUTTING GENERATIVE AI TO WORK



Business Intelligence

Make data-driven decisions with real-time insights by utilizing data mining to query data and obtain tailored results, ultimately boosting customer satisfaction.

25% of FSIs struggle with decision-making due to poor data analysis



Core Process Transformation

Augment finance operations tasks such as contract drafting, invoice processing, general-ledger reviews, financial forecasting, etc.

10-20% Expected increase in worker efficiency using focused assistants



Real-time Market Analysis

Drive revenue, increase trading volumes, analyze customer sentiments, and mitigate investment risks with faster, accurate, and real-time market predictions.

70% of FSIs consider market volatility a top challenge



Risk Management

Move beyond merely identify anomalies to predicting and explaining them in real time for more proactive detection and prevention of fraudulent activities.

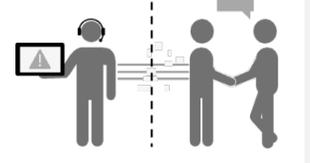
\$5.9B in banking and credit card losses in 2021, an increase of ~150% over 2020



Document Search and Synthesis

Discover and understand information in Policies, credit memos, underwriting, trading, lending, claims and other unstructured PDF documents.

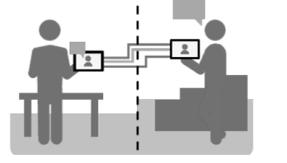
82% of respondents identify unstructured information as major operational challenge



Customer Service Automation

Automate common customer interactions such as account information query, new product information, banking process query, etc.

78% customers expect faster service now that artificial intelligence is being used.



Customer Insights

Process and synthesize both free-form and structured data to understand customer sentiment, generate product and service ideas, and measure NPS.

81% of buyers want brands to get to know them and understand the right time to approach them



Product Development

Leverage product reviews, document discovery, contract reviews, etc. to understand customer preferences, and market trends to drive product roadmap and development.

83% Shoppers believe that they know more about a product than the sales associate



Content Creation

Scale human capacity for creativity by automating content development with unique specifications—pitch books, marketing material, contracts, research reports, etc.

89% workers with AI access feel more fulfilled as they focus on critical tasks.

Microsoft 365 Copilot provides a whole new way of work

Leverage the power of Large Language Models and Microsoft 365 Graph to turn your words into actions

Embedded across Microsoft 365 applications



Built on Microsoft's comprehensive approach

- Security
- Compliance
- Responsible AI
- Privacy

Enables you to:



Uplevel skills by providing you rich functionality using natural language



Unleash creativity by saving hours in writing, researching, and editing



Unlock productivity by automating tasks and summarizing long documents

Take the first step to unlock transformation with BDO Digital

Envision the art of the possible of Generative AI in your organization

SCHEDULE YOUR GENERATIVE AI DISCOVERY WORKSHOP

[Schedule now](#)

BDO Digital helps its clients create a competitive advantage and uncover new avenues of growth and profitability through digital strategies. The strategies they develop are bold, yet they are also focused on delivering near-term results. BDO Digital takes a practical approach, marrying long-term vision with quick wins and measurable ROI milestones. BDO Digital solutions are meticulously designed to address the unique needs and opportunities within each client's respective industry.

Sources:

1. Transforming data into insights for better decision making
2. Intelligent Operations: Paving the way to Digital Transformation.
3. Fraud Benchmark Report: Insights and Analysis
4. Preparing for the future of financial services
5. Understanding the impact of poor claim experiences
6. The surge in financial crimes compliance
7. The real reason your customer churn rates are high