







INFOSYS TEXT ANALYTICS PLATFORM

By most industry estimates, unstructured text accounts for 80% of the data available to companies. Text analytics is the process of analyzing unstructured text, extracting relevant information, and transforming it into structured information that can be leveraged in various ways.

Infosys Text Analytics Platform offers a suite of six ready-to-use solutions and API-based services: intelligent search, knowledge graph, sentiment or subjectivity analysis, rule extraction from legal documents, document classification, email or chat-based automation, anomaly detection, log comparison, and automated data labeling.



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|  | Document Digitization | Extract text from scanned documents and images |
|  | Enterprise Search | Quickly find what you need from across the organization |
|  | Document Wizard | Highlight portions needing attention for efficient reviews |
|  | Email Wizard | Automatically act on emails as they arrive in the inbox |
|  | Enterprise Graph | Mine the organization from a knowledge graph |
|  | Rules Extraction | Generate rules from semi-structured documents |

This suite of solutions and the underlying platform services can be used to solve a wide range of financial services specific challenges. A few noteworthy use cases are listed below.

Fasten retail or commercial loan processing

- Digitize loan forms and automate information extraction from scanned forms for loan underwriting
- Handle multilingual digital or handwritten text, and process poor quality scanned documents with ease

Improve accuracy of detecting negative news

- Prevent customer harm by creating alerts based negative news about own services or products
- Detect and summarize adverse media reports for efficient and accurate sanctions screening

Improve advisor productivity

- Implement advanced portfolio modelling techniques based on news and social media analytics
- Create robo-advisors to predict churn and take next best action
- Automate simple tasks to improve advisor productivity

Get a 360° view of your customers

- Bring all facets about your customers set up differently across multiple systems integrated through mergers and acquisitions into a single knowledge graph
- Leverage the graph to hyper-personalize your products and services
- Deepen client insights to improve wallet share and reduce churn. Promote active investing and increase client reach-out

Improve operational resilience

- Simplify & automate processes and detect anomalies to prevent disruptions before they occur
- Reduce fraud losses as card-not-present transactions increase
- Modernize legacy systems by extracting rules for forward engineering

Create a delightful onboarding experience

- Provide a seamless digital customer onboarding experience and offer instant KYC & instant credit decisioning
- Reduce costs associated with paper-based trails and back office involvement for customer onboarding
- OCR technology for document digitization to create a zero-manual entry approach

Improve customer service

- Enable wide array of customer servicing requests to be handled on self-servicing platforms and reduce call center volumes
- Enable faster, more intelligent search that provide optimal responses from FAQs
- Automate customer servicing requests that involve back office teams
- Categorize customer emails and detect sentiments for prioritization and faster processing
- Generate leads or log tickets automatically from conversations between customers and service representatives

Comply with regulations

- Get assistance in document reviews and automated compliance checks for constantly emerging guidelines & regulations
- Explore surveillance techniques to address remote working of traders and portfolio managers
- Reconstruct trade across all channels of communication
- Automate London Inter-Bank Offered Rate (LIBOR) to RFR (Risk Free Rate)
- Review credit risk models for defaults prediction & provisioning and enhance focus on stress testing

For more information, contact askus@infosys.com

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