



"Infosys has helped us envision our new goal of enterprise wide IDP at scale using GenAI. We are implementing this vision with the help of Infosys Data Scientists, Machine Learning Engineers, AI Engineers and Architects.

While bringing this vision to production Infosys plays a pivotal role in bringing the right resources to the table, help steer the process and bring outside expertise in. A deep understanding of how our bank works, which stems from a long-standing partnership, really helps for enterprise-wide adoption of the solution we are building."

Michael PJ Van Den Berg, IT Lead ECM DRIM, ABN AMRO

ABN AMRO

ABN AMRO collaborates with Infosys to modernize its enterprise content operations

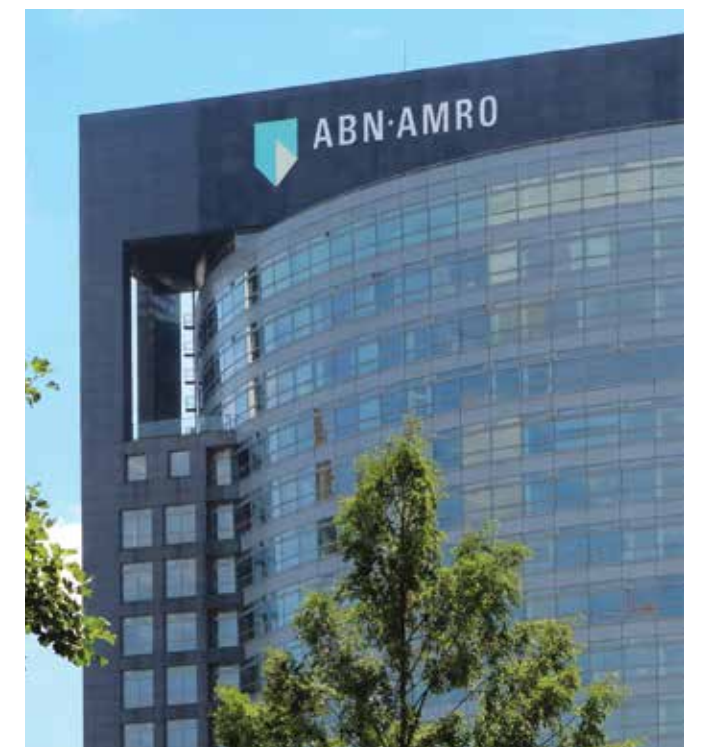
Unlocking €64 Million in Annual Efficiency savings

ABN AMRO is a Netherlands-based bank serving around 5 million retail customers and 365,000 business clients. With billions of documents within its enterprise content management (ECM) ecosystem, efficiency and compliance are critical to its operations.

The bank's document landscape spans scanned inputs, emails, and archived records. While partial automation worked well for simple cases, complex document retrieval depended on manual processes that could take several minutes per file. Documents needed to be downloaded from ECM archive, making compliance enforcement difficult. Rising regulatory pressure and increasing data volumes further limited the ability to scale.

ABN AMRO partnered with Infosys to modernize its enterprise content operations through a structured transformation. The engagement began with an assessment of the ECM landscape, followed by a proof of concept referring to the Infosys Document Intelligence platform. Building on this, ABN AMRO with Infosys implemented a generative AI-powered ECM AI layer using retrieval-augmented generation, integrated with Microsoft Azure AI and data services. This enabled automated classification, contextual information extraction, and faster retrieval of complex documents - without the need for downloads.

Delivered on a scalable, cloud-native platform with agile, cross-functional teams, the solution helped ABN AMRO unlock



an estimated €64 million in annual efficiency savings. The transformation improved employee productivity, reduced manual effort, and strengthened compliance, while creating a foundation to expand intelligent document processing across additional workflows.