

CASE STUDY

Transformative KYC Automation:
Empowering Clients and Ensuring Compliance



About the Client

As a premier financial consulting firm in the UAE, our client brings onboard 7,000 to 8,000 clients annually. With expertise in auditing, HR services, and operations, they deliver custom solutions that drive growth and efficiency across the UAE and Gulf region.

Employees

500 – 1000

Industry

Finance and Accounting Services

Region

United Arab Emirates (UAE)

Operational Hurdles



Navigating Information Collection: Ensuring Accuracy and Consistency

One of our key challenges was gathering the right information from the client in a format that met regulatory standards. This required careful coordination and communication to ensure that all necessary data was collected accurately and consistently.



Decoding Complex Documents: Extracting Valuable Insights

The vast array of documents presented a significant difficulty in extracting relevant information. The team had to develop sophisticated methods to examine this complexity, ensuring that critical data was identified and utilized effectively.



Minimizing Manual Interventions: Streamlining Client Lifecycle Management

Depending on manual processes for screening and updating Client Lifecycle Management (CLM) posed efficiency challenges. We aimed to automate these tasks to reduce human error and improve speed, imposing innovative solutions that would seamlessly integrate with existing workflows.

Solution



Active Virtual Portals

Craft engaging virtual portals featuring interactive forms that enhance user experience and streamline data collection.



Intelligent Document Understanding

Employ the power of AI to swiftly digitize, process, extract, classify, and archive information, achieving remarkable competence in a fraction of a second.



Automated Client Lifecycle Management

Utilizing RPA to instantly screen, verify, and update the Client Lifecycle Management (CLM) portal, ensuring real-time accuracy and responsiveness.



Integrated KYC Interface

Experience a single, streamlined touch point for all KYC validation and verification processes, simplifying compliance and improving operational efficiency.

Impact

Rapid Development Timeline
Achieved in just 9 weeks

Accelerated Onboarding
The client onboarding was expedited by 34%

Streamlined Cycle Time
Reduced from 12 days to just 3 days

Effective Resource Management
55% Full Time Equivalent (FTE) availability minimizing human resource dependency

Enhanced Precision
Accuracy elevated to 99%.

Operational Cost Efficiency
Notable drop in operational expense

Decoding Difinity: Our World and What We Do

At Difinity Digital, we're not just a tech consulting firm; we're your innovation partners. We specialize in crafting transformative solutions that empower enterprises worldwide to redefine their technology engagement. Our mission is to drive sustainable growth by harnessing the power of intelligent automation, data and analytics, and custom software development.

Our dedicated team of experts leverages cutting-edge technologies to streamline operations and boost efficiency across various sectors, including finance, accounting, banking, insurance, logistics, and software and digital platforms. From automating business processes with AI to enhancing KYC compliance and optimizing accounts receivable/payable workflows, our solutions are designed to elevate your business.

At Difinity Digital, we believe in revolutionizing industries and creating lasting impact. We're not just providing services; we're shaping the future of digital transformation.

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