AI Transforms Unstructured Data Extraction
for a Risk Solutions Provider

This case study shows how we leveraged our Artificial Intelligence (AI)-based data contextualization platform to digitize documentation for a global risk solutions provider.

WNS Triange

As we know...

Data and market information services companies face the challenge of sifting through massive volumes of data to provide their clients with the right insights and strategies. The scale of operations and the heavy reliance on manual data extraction practices aggravate the challenge.

For something as critical as risk management, which involves gleaning insights from tens of thousands of documents and questionnaires, the challenge can become a barrier. AI and Machine Learning (ML) powered intelligent automation can help companies revolutionize their data extraction processes.
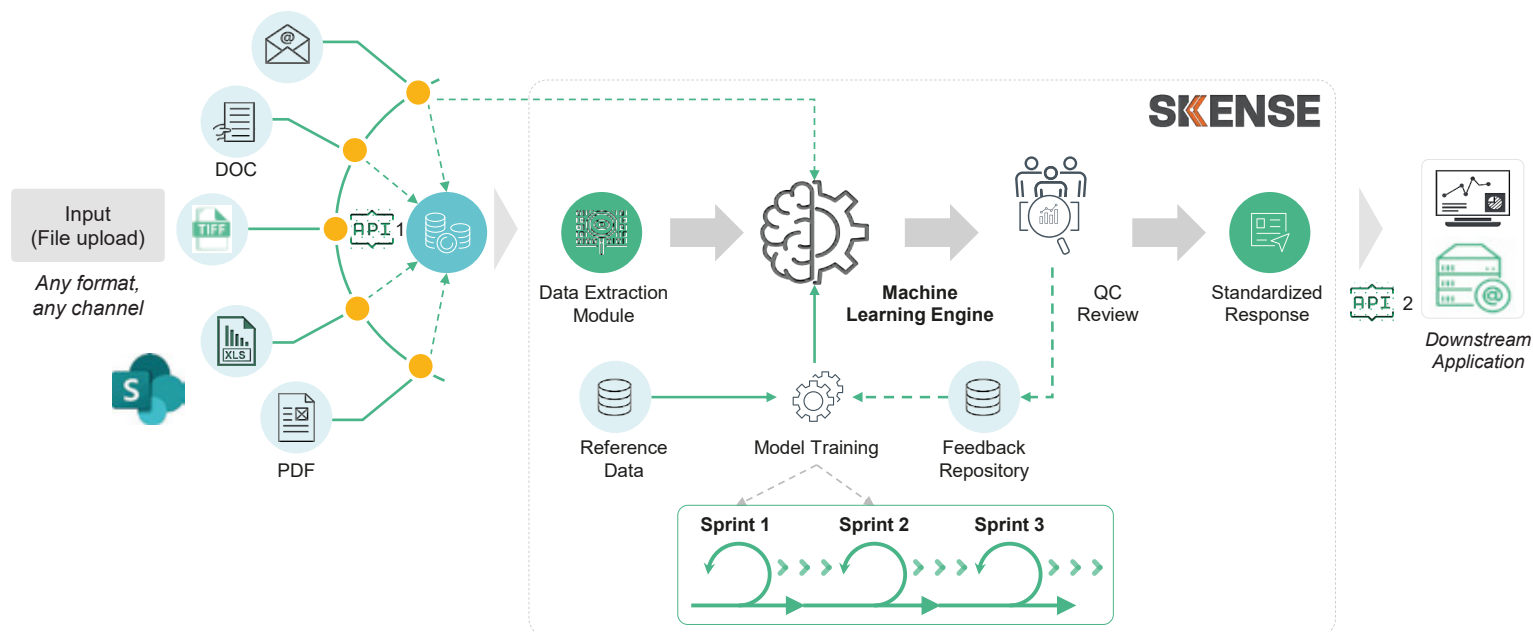
Our client's challenge was...

The manual extraction of responses from the Wolfsberg Correspondent Banking Due Diligence Questionnaire (CBDDQ) and Financial Crime Compliance Questionnaire (FCCQ) and the subsequent feeding of data into their proprietary application.

The questionnaires were several pages long and had over 300 questions, leading to an average of 75 minutes spent per questionnaire and the risk of errors and delays in go-to-market.

Stepping in as a transformation partner...

WNS Triange, our data, analytics and AI practice, harnessed intelligent automation to help the client accelerate data extraction while delivering the highest levels of accuracy.

Leveraging Triange NxT, a core pillar of WNS Triange, we deployed our AI and ML led data processing platform, SKENSE, to create a strong data foundation and improve the client's time-to-market.

Key aspects of the solution included:

- Automated ingestion of structured and unstructured data
- Contextualized and structured output with relevant key-value pairs
- Final output pushed to the target client application for downstream processing
- Intuitive user interface for manual exception management
- Trained ML algorithms customized to meet the client's specific needs

The use of SKENSE allowed the client to...

Automate the data extraction process, reducing errors and expediting time-to-market.
Key benefits included:

- **75 percent** improvement in productivity, leading to reduced average handling time
- Customized and regulated workflows aligned with financial sector standards
- Insights-driven systems to help fine-tune processes for higher accuracy and efficiency
- Quick and seamless integration with client applications

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. WNS combines deep industry knowledge with technology, analytics, and process expertise to co-create innovative, digitally led transformational solutions with over 400 clients across various industries. WNS delivers an entire spectrum of BPM solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. As of December 31, 2022, WNS had 57,994 professionals across 64 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom, and the United States.

WNS Triange (formerly WNS Research and Analytics practice) powers business growth and innovation for 120+ global companies with data, analytics and Artificial Intelligence (AI). Driven by a specialized team of over 4000 analysts, data scientists and domain experts, WNS Triange helps translate data into actionable insights for impactful decision-making. Built on the pillars of consulting (Triange Consult), future-ready platforms (Triange Nxt), and domain and technology (Triange CoE), WNS Triange seamlessly blends strategy, industry-specific nuances, AI and Machine Learning (ML) operations, and intelligent cloud platforms.

Driving a futuristic edge are WNS Triange's modular cloud-based platforms and solutions leveraging advanced AI and ML to provide end-to-end integration and processing of data to actionable insights. WNS Triange leverages the combined strength of WNS' domain expertise, co-creation labs, strategic partnerships and outcome-based engagement models.

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