opentext™

Transform financial services with trusted AI for tangible business impact

Supercharge your organization with AI solutions that elevate customer engagement, streamline operations, and optimize decision-making while maintaining security and ethical standards

Benefits

- 69% of leaders expect digital tech to transform by 2026[1]
- 88% of insurance customers demand more personalization[2]
- $6.08M—average cost of a data breach in the financial sector[3]

1 Gartner, *The digital future of finance*

2 Accenture, *Accenture Consulting 2019 Global Financial Services Consumer Study*

3 IBM, *Cost of a Data Breach 2024*

Financial institutions face increasing pressure to deliver digital transformation quickly amid exploding data volumes and rising customer expectations. As cybersecurity risks and regulatory requirements evolve, organizations need solutions that can both empower employees and connect front-office to back-office operations efficiently. Artificial intelligence offers a powerful way to reimagine work and gain competitive advantage in this challenging landscape.

Build smarter products with AI-powered information management

When information management meets trusted data and AI, financial institutions become smarter organizations. OpenText™ Aviator, a comprehensive family of AI products and services, spans applications, foundational platforms, and AI orchestration. These tools help institutions simplify navigation through large document volumes, auto-create personalized communications, and streamline processes from mortgage approval to fraud detection.

Enhance security posture through intelligent threat detection

Financial institutions experience hundreds of breaches annually, with each costing an average of $6.08 million USD.[4] AI-powered security solutions can accurately classify and automatically detect attacks, even from advanced adversaries. By continuously learning and adapting, these systems help security teams outpace emerging threats with unprecedented agility, deploying new detection models within hours instead of days.

Deliver personalized experiences that customers demand

With 88 percent of insurance customers demanding greater personalization,[5] institutions must evolve their approach to customer experience. AI transforms customer communications by generating relevant, personalized, and empathetic content throughout the customer journey. This leads to improved satisfaction, reduced churn, increased word-of-mouth referrals, and stronger customer loyalty.

Accelerate digital transformation with ethical AI practices

OpenText believes in values-based design from the first click, prompt, and line of code. The company's AI Bill of Obligations ensures transparency, data protection, security, and accuracy. As the first signatory of Canada's Voluntary Code of Conduct for Advanced Generative AI Systems, OpenText demonstrates its commitment to equitable and accountable AI solutions.

Why OpenText?

OpenText AI for Financial Services helps institutions solve complex problems faster through AI and large language models integrated into comprehensive information management software. With a clear vision at opentext.ai, we help financial organizations leverage predictive analytics, conversational search, and generative AI to create new types of customer engagement, build smarter products, improve operations, and make data-driven decisions—all while maintaining the security and ethical standards essential in today's financial landscape.

4 IBM, *Cost of a Data Breach 2024*

5 Accenture, *Accenture Consulting 2019 Global Financial Services Consumer Study*

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