

# Transform financial services with OpenText AI solutions

Elevate customer engagement and operations through trusted, ethical AI



Financial institutions face mounting pressure to deliver digital transformation while managing exploding data volumes and rising customer expectations. While insurance companies are increasingly investing in AI, many still need to scale across their operations to fully benefit, especially with 88 percent of customers demanding greater personalization.<sup>1</sup> OpenText™ Aviator equips organizations to reimagine work through secure, ethically-designed AI solutions.

- 1 **Simplify document-intensive processes** by navigating large volumes of content to quickly find relevant information about mortgages, loans, claims, and transaction history, reducing employee time spent searching and refocusing teams on higher-value tasks.
- 2 **Deliver personalized customer communications** using private generative AI to auto-create relevant, empathetic content throughout the customer journey, meeting evolving expectations while boosting word-of-mouth referrals and loyalty.
- 3 **Revolutionize transaction processing** with conversational AI assistants that allow users to query data, identify failure reasons, and receive reprocessing support, while improving operational efficiency for corporate and treasury customers.
- 4 **Strengthen security posture** with machine learning models that continuously adapt to detect and respond to threats with unprecedented agility, protecting the 254 million records breached in the finance sector in 2022 alone.<sup>2</sup>
- 5 **Accelerate software delivery** through AI-powered DevOps that finds and fixes issues while providing immediate insights via AI-generated dashboards, helping meet digital transformation deadlines with higher quality applications.
- 6 **Empower employees with self-service tools** that provide contextual conversations through generative AI chatbots while keeping confidential information secure within your own network using private LLMs.
- 7 **Ensure ethical AI implementation** with transparent, values-based design that respects data privacy, intellectual property, and security while delivering accurate, verifiable results aligned with OpenText's AI Bill of Obligations.
- 8 **Build on decades of expertise** from a partner that understands information management is a prerequisite of AI, helping you solve complex problems faster through predictive analytics, conversational search, and generative capabilities.

[Learn more >](#)

1 Accenture, *Accenture Consulting 2019 Global Financial Services Consumer Study*  
2 Flashpoint, *Year In Review: 2022 Financial Threat Landscape*