

INNOVATING FINANCIAL SERVICES

USING INTELLIGENT AUTOMATION AND AI

NEW POTENTIALS FOR THE FINANCIAL SERVICES INDUSTRY

GenAI in the financial services industry

- Automation of routine tasks, e.g. in document assessment or customer service
- AI supported workflows increase efficiency & realize cost savings
- Improved customer interaction using personalised support
- AI supported analyses enable automated fraud detection & compliance checks

AUTONOMOUS EFFICIENCY WITH AI AGENTS

A new level of automation. AI agents ...

- are able to carry out tasks independently
- act on the basis of the information provided to them
- make decisions autonomously
- can be seamlessly integrated into existing processes

INNOVATION IN ACTION at the [ponturo Innovation Lab](#)

DISCOVER TECHNOLOGIES ⁰¹

Early identification of new developments with potential using technology scanning and market observation

REVEAL INNOVATION POTENTIAL ⁰²

Systematically analysing business processes for their innovation potential

BUILD PROTOTYPES ⁰³

Development of functional prototypes and POCs with technologies such as RPA, LLM in RAG-structures, and Multi Agent Frameworks

IMPLEMENT SOLUTIONS ⁰⁴

Individual, agile development of customised solutions in a collaborative partnership

AI AGENTS AND THEIR BENEFITS

By combining LLMs and tools, AI agents are able to solve even more complex tasks that go far beyond the capabilities of conventional chatbots, such as:

- Automated processing using intelligent document processing
- Personalised and targeted consultation based on customer data
- Interactive, system-wide knowledge bases for employees



Multi Agent Frameworks

Combination of multiple AI agents that

- are able to solve complex tasks autonomously
- act proactively
- can be deeply integrated into complex system architecture