

CONTEXT

- As part of its overall digital transformation, a major player in the banking sector entrusted the redevelopment of its secure messaging system to ATOS WORLDLINE.
- The bank wished to implement an AI solution to optimize their advisors' operational efficiency. Aware of the importance of their choice, they decided to experiment with all recognized AI solutions on the market.

KEY FIGURES



emails each year



advisors



competitors at the time of the tender for offer

CHALLENGES



- Improve writing quality and guarantee consistency in answers
- Facilitate advisors' adoption of the digital tools

WHY did they choose OWI ?

- 89% reliability for OWI compared to 64% for one of its main competitors
- Support for OWI's solution and approach by the business team



PROJECT STAGES

- OWI.Mail: Go live 6 months after project launch
- Training and skills transfer for the administration of the solution
- Integration by ATOS Worldline into a highly secure solution



BENEFITS

- Semi-automatic responses suggested on 20% of the flux
- 70% coverage for response assistance
- 1st AI solution deployed in the network