

| Case Study

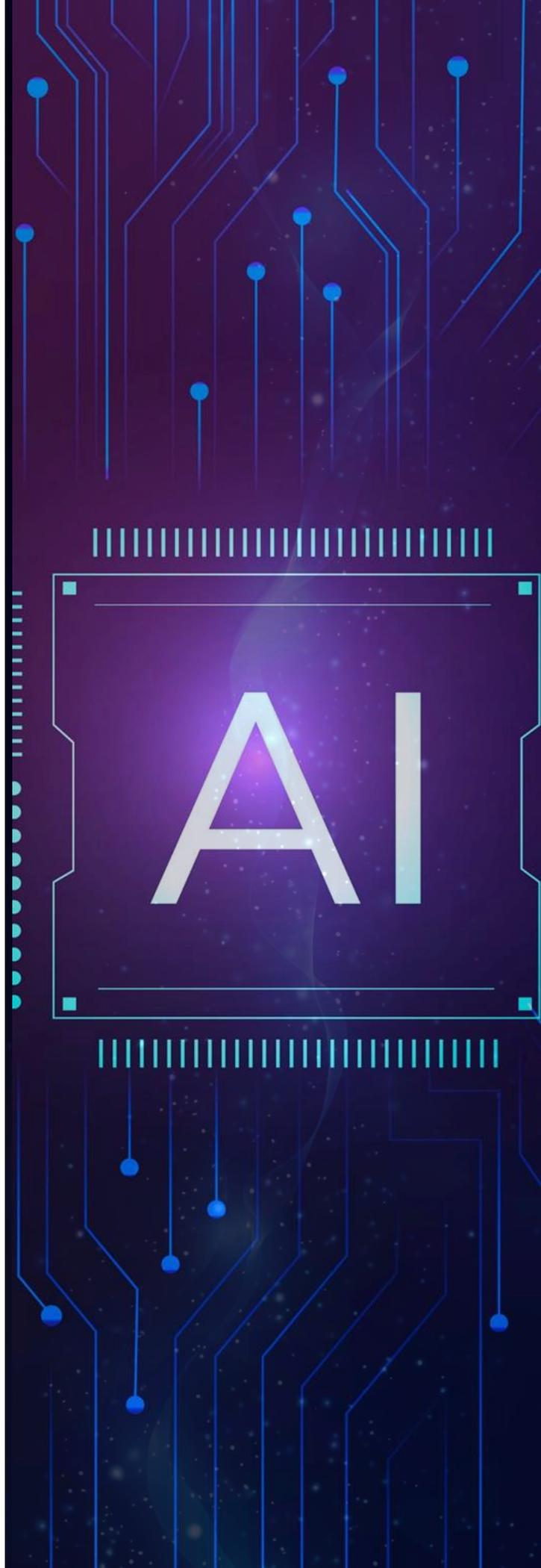


AI-Driven Innovation Transforming Document Review



Enhancing Efficiency in Critical Document Review

In a competitive landscape where time is of the essence, efficient document review plays a pivotal role in maintaining compliance and operational excellence. For a leading client, the challenge lay in streamlining the document review process to match or exceed competitor capabilities, thereby enhancing efficiency and reducing review time.



Business Challenge

The client faced several critical challenges:

Time-Intensive Review

Process: Document review required significant manual effort and attention from reviewers, impacting overall efficiency.

Complexity with Multiple Documents:

Handling submissions with multiple linked documents added layers of complexity, increasing the review workload.

Competitor Advantage:

Competitors offered features that simplified document review, enhancing reviewer productivity and decision-making speed.

Solution Approach

Infinite devised a comprehensive solution to address these challenges, leveraging cutting-edge technologies:

- **Indexing Review Items with SOLR:** Implemented SOLR indexing to efficiently manage and retrieve review items, ensuring seamless data access and management.
- **Keyword Indexing and Lexicon Score Generation:** Indexed crucial keywords using SOLR and generated lexicon scores based on predefined rules, enabling precise evaluation against compliance criteria.
- **AI-Based Keyword Identification:** Developed AI models for identifying problematic keywords and phrases, enhancing accuracy and efficiency in detecting compliance issues.
- **NLP-Driven Review Highlighting:** Deployed NLP models to extract and process text from review items, generating probability scores to highlight relevant content during evaluations.



Benefits

Designed and implemented a scalable Azure-based microservice architecture, ensuring high availability and fault tolerance. This transition involved modernizing monolithic operations related to Agency Contracting, enhancing operational efficiency and scalability.



Response Time Optimization and Enhanced Security

To meet performance benchmarks and security requirements:

- Engineered data partitioning strategies and simplified data structures to achieve rapid response times, even with large datasets.
- Implemented robust data-level security protocols, including intermediate database synchronization and application-level encryption.

Deployment and Support

Facilitated seamless deployment processes and recommended infrastructure enhancements for improved security, deployment agility, and load balancing.

Benefits

- Improved Compliance Adherence: Lexicon scores provided clear insights into disclosure requirements, ensuring adherence to regulatory standards.
- Enhanced Decision-Making: AI-driven keyword identification facilitated quicker identification of compliance issues, enabling faster and more informed decision-making.
- 50% Reduction in Review Time: By automating validation and centralizing approved disclosure language, review time was halved, significantly boosting operational efficiency.
- Client Acquisition and Market Leadership: The enhanced features positioned the client's advertising review application as a market leader, driving client acquisition and market expansion.



Key Engagement Highlights

The client's advertising review application emerged as the preferred choice for compliance, advertising review, marketing, and sales, due to:

Integrated Processing:

Streamlined end-to-end processing for advertising and customer communication, ensuring rapid launch of sales campaigns with optimal quality.

Speed to Market:

Accelerated time-to-market for review items, aligning with business expectations and market demands.

Driving Innovation, Delivering Excellence

Through strategic integration of AI-driven technologies and innovative solutions, Infinite continues to redefine industry standards in compliance and document review efficiency. This transformation not only enhances operational workflows but also positions our clients for sustained growth and leadership in a competitive landscape.

Partnering for Continued Success

Together with our clients, we remain committed to driving innovation and excellence, paving the way for continued success and market leadership in regulatory technology solutions.



For more information, please contact: askInsurance@infinite.com
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