ILINX platform makes FinTech company's remote-first policy a reality.

SUCCESS STORY / FINANCIAL SERVICES / PROCESS AND CONTENT SECURITY

Financial Tech Company

Strategic Initiative

A FinTech company received high volumes of physical mail that were manually processed by agents. In response to the COVID-19 pandemic, operations required a remote-first solution to identify and route key claims data through auto-sorting. The company required full-text data extraction to locate and route details, including personally identifiable information (PII), for secure dispute resolution.

Solution Plan

The FinTech partnered with ImageSource to automate key claims data processes. Hosted in the Cloud, ILINX Cognitive Services uses AI to search for and recognize specific information types like social security numbers, claims details, and other data. It integrates with Salesforce to auto-import and route dispute claims to the company's international workforce for remote processing.

Investment Return

The streamlined data flow built on ILINX Cognitive Services has transformed the company's mailroom into a connected, web-based framework for claims handling. Intelligent processing has increased efficiency and significantly reduced the manual labor demand on agents. The process improvements have been vital to the FinTech's transition out of traditional work facilities into a modern, remote-first culture.

ILINX ARTIFICIAL INTELLIGENCE (AI)

Intelligent process automation software that augments document and data-driven processes with predictive analytics, content understanding, and generative AI.

ILINX COGNITIVE SERVICES

This process-innovation module brings the power of AI processing to all your audio, video, and image-based content. It automatically transcribes audio and video files, edits out unnecessary sections, stores files for easy access, and integrates everything with your existing applications.

ILINX™

Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.