



Banking on AI

Learn how AI is enabling the transformation of banking and capital markets



Why AI?



Innovate
customer
service



Optimize
operations



Empower
workers



Increase
security

At a Glance

Artificial intelligence is transforming how banks work by helping them become more agile and make smarter decisions. Find out how AI can help your bank turn data into insight, transform ideas into action, and turn change into opportunity.



Know your customers

AI delivers a better customer experience by engaging people in deeper and more innovative ways, which in turn helps your bottom line.

- Get a 360-degree view of your customers to see their buying habits and financial aspirations.
- Employ leading customer-centric technology for a more personalized consumer experience.



Data-driven insights

In the face of regulations, legacy systems, and cost pressures, financial institutions must utilize big data to lower costs, improve efficiency, and unlock investment potential.

- Gain insight into risk and operational models, as well as act on real-time intelligence to enhance risk management.
- With continuous monitoring, increased transparency, and digital privacy protection, your customers get all the cloud offers in a more secure way.



Smarter bankers

AI now gives bankers the chance to be more collaborative and productive without sacrificing security. How do you protect data and documents when your staff are working outside the office?

- Give your bankers real-time information on whatever devices they choose, to keep costs down and increase productivity.
- Better understand how your team handles its workload and help prevent costly turnover.

AI in Action

Metro Bank uses AI to identify problems early on by analyzing customer interactions and tracking key performance indicators.



Results:

- Daily performance metrics actually include factors of customer happiness
- Streamlining systems gives them 15% more time to spend with customers



Artificial intelligence technologies will continue to impact the ways in which banks do business into the future. Learn how AI from Microsoft can play a key role in your organization's transformation.