

Stanza

**AI-POWERED CUSTOMER
SERVICE IS HERE**



bravura
solutions

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MEET STANZA

YOUR SUPER-EFFICIENT VIRTUAL OPERATIONS TEAM MEMBER.

Your business wants to deliver outstanding customer service – but inefficient manual processes and human error can sometimes get in the way.

Bravura Solutions' Stanza can help your business transform your customer experience while reducing costs, improving efficiency and gaining new insights into customer satisfaction.

WHAT IS STANZA?

Stanza is an artificial intelligence tool that uses Natural Language Processing (NLP) to quickly read and understand the intent of customer communications.

It takes unstructured messages – including emails, scanned documents, voice messages and more – and analyses them to extract the key information. It then indexes them to the right team for actioning – or simply processes them automatically straight away.

For example, Stanza can identify, process and action requests for tasks like a change of address, balance checks, valuations, transfer queries and complaints. This saves your team having to manually read and action each communication, creating a faster and more efficient customer response.

FAST, EFFICIENT AND FLEXIBLE

You can use Stanza to handle as much or as little of a process as you want it to – from straight-through automated processing, to forwarding to a customer service team for human attention.

In this way, you can control your customer experience while delivering faster and more cost-effective operations – freeing up your staff to work on higher value tasks.

Using artificial intelligence to learn and improve, Stanza is smart – and gets smarter every day. That means it's always evolving and improving to deliver better outcomes for your business and your customers.

KEY BENEFITS

STANZA DELIVERS BETTER AND MORE EFFICIENT CUSTOMER SERVICE, WHILE OFFERING INSIGHTS INTO CUSTOMER SATISFACTION.



1. STREAMLINE YOUR PROCESSES

Stanza's smart and automatic processing system helps you avoid the inefficiencies that are inherent in manual processes. With Stanza you can automate how you manage unstructured messages from customers – helping you reduce costs, prevent rework and effortlessly meet peaks in demand.

Stanza is always learning how to interpret new scenarios – giving you greater efficiency benefits over time. It's able to scale up instantly to handle planned or unexpected peaks in demand, providing a faster and more reliable customer experience.

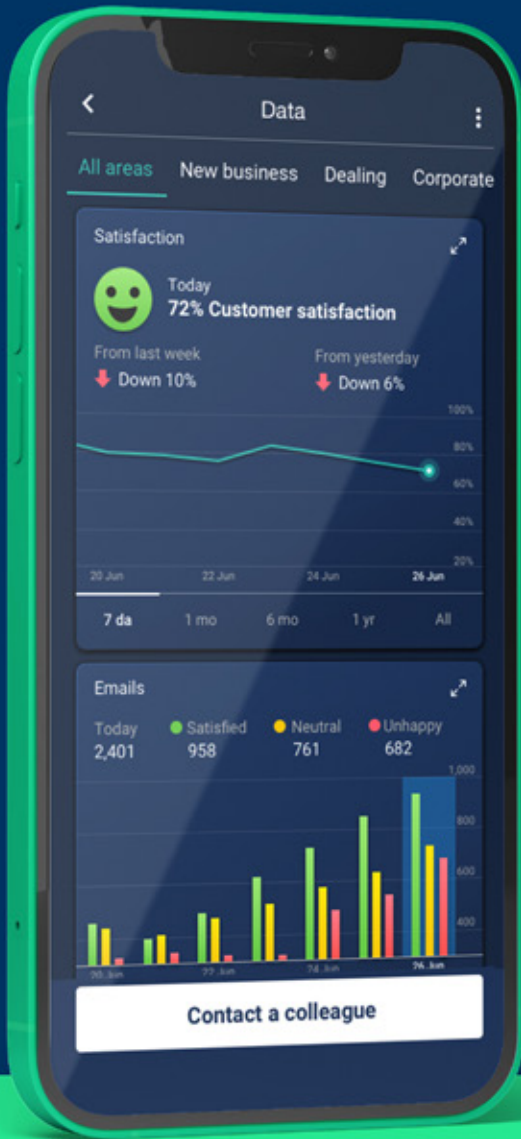
It's also flexible enough to change when you do – so it can easily keep pace with changes in processes and business needs. Automate as much of each process as you're comfortable with – and add more processes as your needs evolve.



2. BRING STRUCTURE AND CONTROL TO YOUR DATA

Stanza helps you store all your digital data in one place, simplifying your reporting and auditing processes.

It immediately captures unstructured communications and neatly orders them for full traceability, from receipt through to completion. This means there is always a clear real-time record of data for reporting and auditing.



3. DELIGHT YOUR CUSTOMERS

We live in a 24/7 digital world where customers want fast and professional responses to enquiries. Stanza enables you to be there for them around the clock, automatically processing their requests before, during and after hours. Stanza manages data quickly and concurrently, delivering prompt service to your customers every time.

Stanza also helps you proactively manage customer satisfaction levels. Its intelligent system analyses the sentiment of a piece of communication, so you can understand if your customers feel angry, happy or just OK.

Stanza, through its collection of machine-powered applications such as the Sentiment App, provide useful insights from your data. Surfacing the sentiment by way of notifications based on thresholds and trends is just one example. Another, is by providing insight to help pin-point where improvements need to be made and where new business opportunities exist.

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DO YOU HAVE A HIGH VOLUME OF UNSTRUCTURED CUSTOMER COMMUNICATIONS?

Stanza offers significant efficiency benefits for companies receiving thousands of customer communications each year.

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DO YOU WANT TO LOWER COSTS AND SPEND LESS TIME DOING ADMINISTRATION TASKS?

By taking care of unstructured communications, Stanza frees up your staff to focus on more meaningful and valuable work, without compromising on service.

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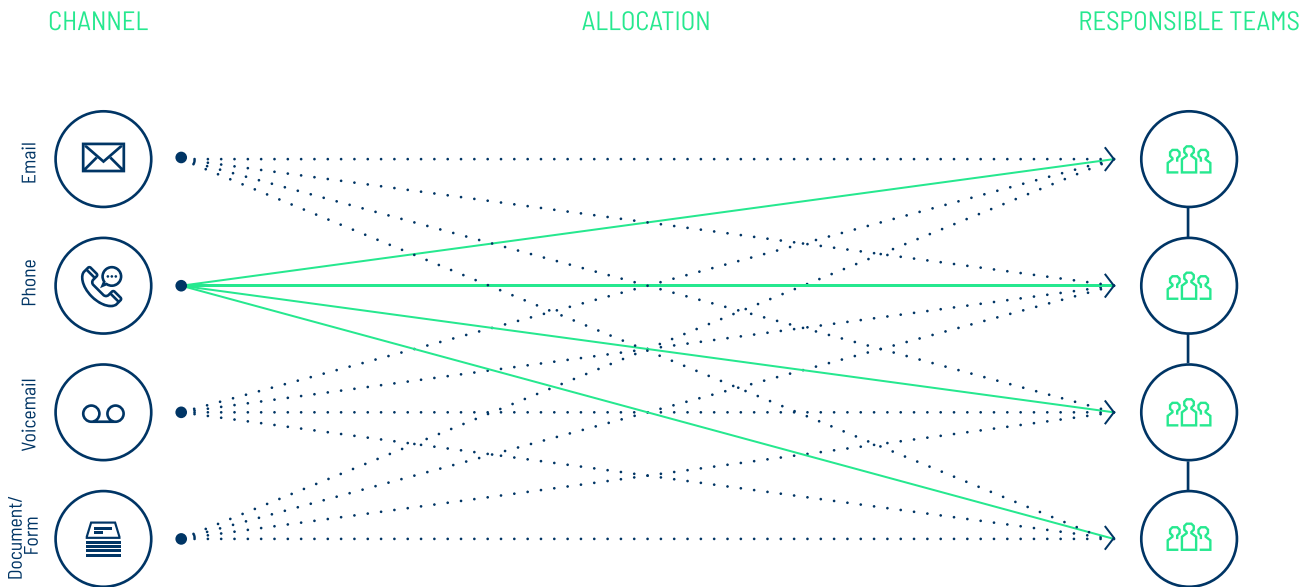
DO YOU WANT A GREATER UNDERSTANDING OF HOW YOUR CUSTOMERS ARE FEELING?

Stanza detects emotions in your customer communications, so you can track and report on satisfaction levels daily, monthly or whenever best suits your business.

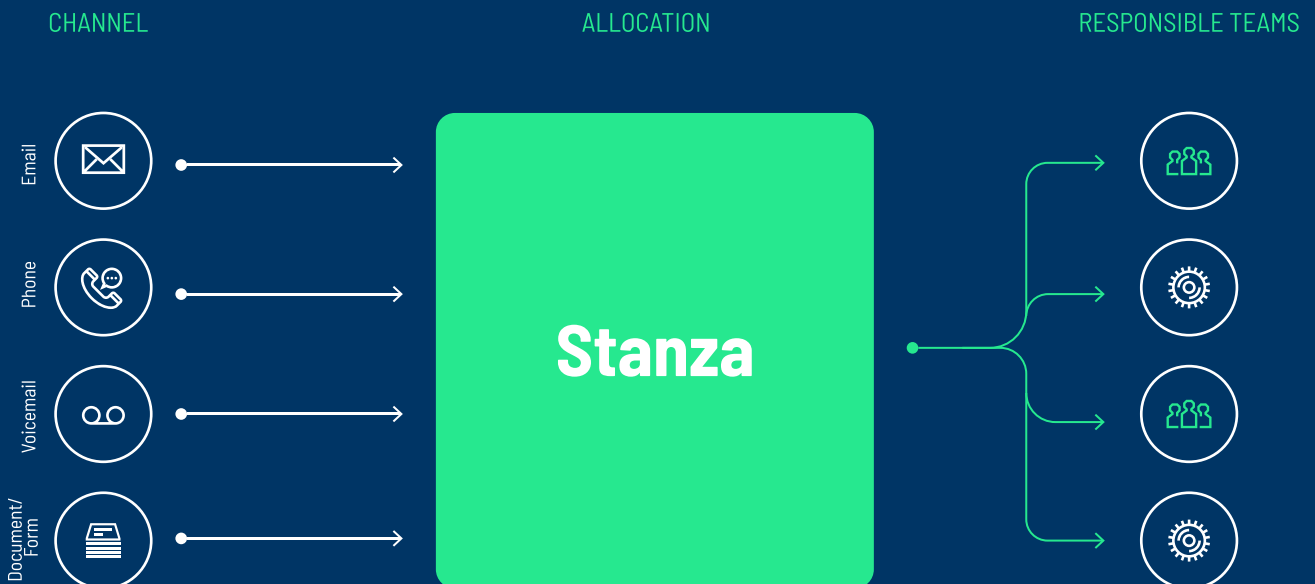
HOW IT WORKS

MACHINE LEARNING MEETS CUSTOMER SERVICE.

TYPICAL MODEL



STANZA MODEL



AI THAT GETS SMARTER EVERY DAY

STANZA USES ARTIFICIAL INTELLIGENCE TO CONTINUOUSLY LEARN AND IMPROVE IN REAL TIME – TAILORING AND OPTIMISING ITS RESPONSES TO SUIT YOUR BUSINESS.



MACHINE LEARNING

Stanza is always learning from the data it collects. Its behaviour isn't hard coded into the program which means it can easily adapt and improve over time as it receives more messages from your customers. As things change in your business, Stanza retrains.



AI AS A SERVICE

At Bravura, we have the data, the systems and the AI experts which makes Stanza the comprehensive AI service modelled on the broadest industry data set. By taking on the brunt of the work, Stanza removes the challenging elements while delivering a complete AI solution that works seamlessly with your back office.



DATA PROTECTION

The Bravura Solutions Team will work with you to ensure all relevant data security and privacy considerations are met when integrating Stanza into your systems or as a standalone product.



PLUG-INS

Prototypes have already been built for data extraction and sentiment analysis, with more to come, such as intent prediction to help you stay ahead.



SEE STANZA IN ACTION

We can walk you and your colleagues through the magic of Stanza and its Sentiment App, simply contactus@bravurasolutions.com.

And for more information about Stanza, please visit www.bravurasolutions.com/stanza

ABOUT BRAVURA SOLUTIONS LIMITED

Bravura Solutions Limited is a leading provider of software solutions for the wealth management, life insurance, and funds administration industries. Our solutions are underpinned by functionally rich technology that enables modernisation, consolidation, and simplification.

Our software solutions enable our clients to increase speed to market, provide a seamless digital experience and address ongoing changes in financial services regulation.

Backed by over 30 years of experience, our on-premise, managed, hosted and cloud solutions are used by many of the world's leading financial institutions, who entrust trillions of dollars in assets to our systems. We support our clients with a team of more than 1,400 people in 17 offices across Australia, New Zealand, United Kingdom, Europe, and Africa.

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