(1) KeyBank: Accelerating profitability while decreasing risk with intelligent automation -

Transcript:

(00:05) now I'm thrilled to welcome the stage one an incredible leader from our customer Key Bank to tell us a little more about their automation success Mike Reynolds thank you for joining us Mike thanks so much for being here thank you so I know at Key Bank you've already had incredible success with Automation and now you're looking to the Future and what generative AI will bring but maybe to start could you share a little bit about the success of your automation program and some of the impact it's been

(00:42) having sure from our humble beginnings in 2017 we've risen to 288 automations running full time in production that's the equivalent of right at 500 full-time workers coming in every day we have some exciting areas there's six main categories a key pillar so to speak and in loan services we have a hundred automations running our Focus this year as many banks can attest to has been risk identification creating controls across the bank that monitor our biggest metrics and our most risk we've got 62

(01:22) automations in that space of right now wow that's some impressive stats um what about you know you've seen today with generative AI some of the things that are coming and especially that ability to build faster uh build those automations faster with generative AI what sort of impact do you see that having on your automation program well first um 55 faster that's huge so in our bpri processes uh We've committed to right around 100 automations annually so I would love to go back to the board and

(01:54) say 155 easy right with with these kind of tools now I also think of other areas in particular fraud you had a great AML you know fraud case up there and uh those kind of activities you get a phone call in the morning and say hey here's a new kind of fraud let's build an automation let's execute within 24 hours I call that burst capacity it's a very demanding and high profile so now all of a sudden if I had 24 hours and I can generate faster I'm thinking maybe minutes I don't know if we'll ever get

(02:28) the seconds but I do like the Star Trek example right yeah that would be sweet so those kind of activities I think are the future we see the the generative AI is a huge play and thank you for you know giving that to developers yeah of course it's certainly exciting times for customers like yourself already established so much success with your automation programs and can now just do so much more with generative AI what about at the company level at the board level how is this impacting some of those goals yeah so when we think of

(02:59) you know profitability the demand for deposits the the monitoring of risk uh those are our levers that we like to pull and and really get us moving along um fast and when we think of automation anywhere we think of the tools that that you know are getting pulled together with the many systems that we have across the space those are accelerators and to accelerate you know time is money banks are are very attested very in tune to that great well thank you so much for joining us Mike we certainly look forward to our

(03:33) continued partnership I appreciate it and thank you so much I'll bring it back [Applause]

YouTube -- https://www.youtube.com/watch?v=\_TmmCsEot8o