

Revolutionizing Document Intelligence for a Leading Indian Fintech Company

Transforming Complex Agreement Management with AI-Powered Interaction

About the Customer

The customer is a prominent fintech company specializing in digital escrow services, headquartered in Delhi, India. Since its founding in 2020, it has established itself as a global platform providing secure, automated escrow solutions for enterprises. Processing over ₹10,000 crores in monthly transactions, the company integrates with multiple banking systems to streamline cross-border escrow, trusteeship, and B2B payment solutions.

The Challenge

As a provider of trusteeship and transaction management services, the company handles a massive volume of complex legal agreements and financial documents daily. These documents contain critical terms, regulatory norms, and party obligations that require meticulous oversight. Before implementing an AI-driven approach, the organization faced several critical hurdles:

1

Inefficient Manual Review: Teams struggled with the high effort required to manually review intricate contracts and multi-party agreements.

3

Accessibility Barriers: Non-technical users often find it difficult to extract relevant information from dense legal or financial text.

2

Time-Intensive Compliance: Ensuring adherence to stringent RBI and SEBI guidelines through manual document checks consumed significant resources.

4

Scalability Constraints: As transaction volumes grew, the manual process became a bottleneck, threatening service quality and customer satisfaction.

The Solution

To overcome these challenges, the company implemented an LLM-based document interaction model designed to transform how users engage with legal data. This solution moved beyond static document storage to create a dynamic, conversational intelligence layer.



Interactive Chat Interface:

Users can upload agreements and interact with the data through a conversational setup, essentially "chatting" with the document.



Automated Clause Extraction:

The model identifies and extracts key clauses, terms, and conditions within seconds, eliminating manual searching.



Instant Query Resolution:

Users can ask specific questions—such as "What are the payment terms?" or "What are the compliance clauses?"—and receive immediate, accurate answers.



Simplified Navigation:

The interface allows non-technical staff to navigate complex documents without requiring specialized legal expertise.

Business Impact

- **Strengthened Compliance:** Ensured rigorous adherence to financial standards through automated oversight.
- **Optimized Resources:** Significantly reduced dependency on manual processes, freeing up personnel for strategic initiatives.
- **Built Customer Loyalty:** Enhanced its position as a trusted partner in digital escrow by providing faster, more transparent, and tech-forward services.

Business Outcomes

- **99% Accuracy** in identifying and extracting compliance-related clauses.
- **Drastic Efficiency Gains** significantly reduced the time spent on document review through automated interpretation and data extraction.
- **Accelerated Onboarding** enabled faster onboarding processes for new clients by streamlining the agreement phase.
- **Higher User Satisfaction** Increased satisfaction as internal teams and users found it easier to interact with and understand their agreements.