



Banorte Uses AI and Automation To Accelerate Critical Documentation Processing



AMERICAS ALL-STAR

Business Impact

New revenue streams realized

60%

faster credit application handling

30%

increase in processing capacity

Banorte (Grupo Financiero Banorte) is one of the largest commercial banks in Mexico and operates 1,206 branches across the country. In addition to the personal touch found in their bank branches, Banorte focuses on delivering innovative digital solutions to millions of customers by integrating AI-powered assistants and offering advanced digital channels. They're also using technology to transform their operations. Recently, they optimized their document validation process by employing a combination of SS&C Blue Prism, artificial intelligence (AI), machine learning (ML) and natural language processing (NLP).

“What makes this solution unique is the synergistic integration of advanced technologies to create a highly efficient and accurate workflow. The combination of our previous model and SS&C Blue Prism with artificial intelligence, machine learning and natural language processing has allowed us to not only automate processes but also continuously improve our responsiveness and service quality.”

Luis Ferreiro Bravo

Executive Director of Operational Solutions and Information, Banorte

Challenge

Banorte is focused on maximizing the efforts of their internal resources while continuing to elevate customers' experiences. When customers need to take out payroll loans and or request an instant-use credit card they must send supporting documentation such as official identification and proof of address. The bank receives a high volume of this documentation, and employees were responsible for manually validating the documents for each request submitted to the bank. Each analyst could receive 100 new requests in 1 to 1.5 hours which required manual review, so they were challenged to meet service level agreements (SLAs) and respond to customers promptly.

Solution

Banorte developed a solution to fully automate document validations using a combination of automation, AI, ML and NLP technologies. Now, when an employee receives a request for a new payroll loan, an instant-use credit card or payroll improvement, they notify an SS&C Blue Prism AI agent, who validates the customer data via an internal banking application. Next, the AI agent downloads key documentation — like official identification and proof of address — and uploads it to Banorte's internal AI engine. The AI engine identifies the documents, interprets text and images, extracts the required data

and sends it back to the SS&C Blue Prism AI agent. The AI agent uses this data, along with information from three other systems, to create a checklist and approve the customer's request.

This end-to-end automated solution has delivered significant operational and financial benefits for the bank. Document validation time has been cut from 20 minutes to just eight minutes per request, a 60% reduction, and has returned 2,000 hours (250 days) back to the business each month. This enhanced efficiency has allowed the bank to increase processing capacity by 30% year over year without expanding headcount. Employees have fewer requests to reprocess and can focus on more strategic work, like analyzing complex requests, improving processes and providing personalized attention to customers.

Faster, more accurate processing has reduced wait times, positively impacted customer experience, and enhanced retention and loyalty. Automatic approval for credit acquisition and payroll cases increased from 70% in 2022 to 91% in 2024. The automation and AI solution operates in the Microsoft Azure cloud, which ensures that it's scalable and secure. This enables Banorte to quickly adapt to new market and customer demands, often in less than 24 hours.