

ILINX platform makes FinTech company's remote-first policy a reality.

SUCCESS STORY / FINANCIAL SERVICES / PROCESS AND CONTENT SECURITY

Financial Tech Company



Strategic Initiative

The FinTech company received high volumes of mail that were manually processed by agents. In response to the pandemic, claims processing operations needed a remote-first solution to identify and route key data through auto-sorting. The company required full-text data extraction to securely identify dispute details, including personally identifiable information (PII) for dispute resolution.

Solution Plan

The company partnered with ImageSource to find and process key data using ILINX Cognitive Services. In a cloud environment, ILINX recognizes specific information types, like social security numbers, claims details, and other specific information. ILINX Cognitive Services integrates with Salesforce to auto-import and route the dispute claim for processing across international remote workers.

Investment Return

The ILINX Cognitive Services module significantly reduced hands-on time for agents. The streamlined data flow transformed their mailroom into a connected, web-based framework within their claims processing program. The company realized security and productivity increases that enabled the transition out of facilities and into a modern, remote-first work culture.

ILINX COGNITIVE SERVICES

This process-innovation module brings the power of AI processing to all your audio, video, and image-based content. It automatically transcribes audio and video files, edits out unnecessary sections, stores files for easy access, and integrates everything with your existing applications.

THE ILINX PLATFORM

A foundational process-improvement platform that empowers people and organizations to automate workflow, extract value, and intelligently share content securely and effectively.



Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.