Azure AI Customer Win

HensonGroup
Global Azure Expert MSP

Partner
Henson Group

Customer Industry:
Financial Services

Customer Size:
1–49 employees

Country:
Canada

Products and services:
Microsoft Azure
Azure Cognitive Services
Azure Machine Learning
Azure Data Lake

Microsoft

> " Microsoft has shown us that we don't have to be a gigantic organization with a huge research and development lab to make exciting and meaningful AI applications.."
>
> **—Josh Brandau, Chief Executive Officer, Nota**

Situation:
A leading Canadian commercial lender was looking for ways to increase throughput of loan applications and make their analysts more productive. Potential loan applicants submitted data in various forms, from Excel documents to handwritten notes, increasing time required to review and finalize loan applications. Henson was tasked to reduce manual data entry tie and decrease the decision process.

Solution:
Henson group worked with the customer's development team to build a data lake for hosting information, and then use Azure Machine Learning and Cognitive services to create an ML platform that uses machine vision to read loan documents, extract provided information into the application, and provide a confidence score to indicate whether a manual review is required.

Impact:
Average loan processing was increased from over four weeks to under one-week, leading analysts to process 2x the number of loan applications. Working with the customer's internal development team provided crucial to success building a process that worked for the analysts.