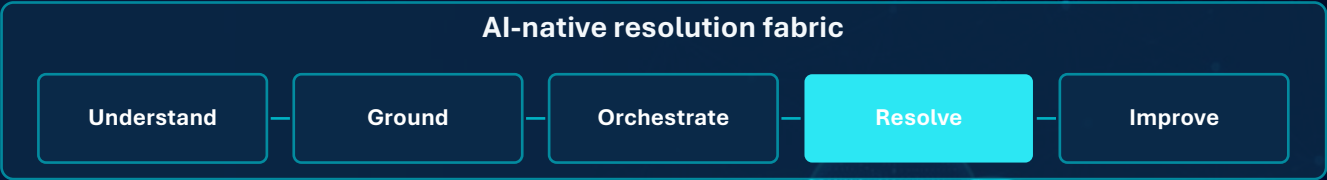


AI-Native Servicing for Banking & Lending

Move beyond conversational automation to governed, end-to-end resolution across high-value servicing journeys.



The servicing challenge

Fragmented channels, inconsistent context, high live-agent dependency, and automation that answers questions but often stops short of resolution.

The Hexaware approach

Design servicing around the resolved customer need: understand intent, ground decisions, orchestrate workflows, resolve safely, and improve continuously.

AWS-native foundation, extended where needed

Amazon Connect + applicable AWS AI, orchestration, integration, security, and observability services. **Hexaware accelerators add banking journey intelligence, earned autonomy, evaluation, and reusable agent/integration patterns.**

Example journeys

Payment inquiries	Loan payoff
Fraud alerts	Card servicing
Disputes	Fraud reporting
Hardship assistance	Mortgage exceptions

What the broader offering enables

- Higher end-to-end resolution journeys complete with governed action
- Reduced live-agent effort fewer avoidable contacts and transfers
- Risk-aligned AI adoption human oversight, audit, and controls

Get started: Assessment & Pilot

Up to 15 journeys → 1 selected pilot journey/channel
8–12 weeks | Estimated fixed price: \$65K

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