"Al"-fication of financial services



Adhikar Babu Senior Product Manager (Worldpay)

The Various Types

Predictive ML

- Text analysis
- Data extracts
- Predictions
- Rule-based

Pre-GPT

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Generative

- Data summarization
- Code generation
- Contextual conversations
- "Multi-modal"

GPT era

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GPT era

General Intel

- Deeper contexts
- Persistent memory
- System 2 reasoning
- Proactive rather than reactive

FUTURE

Why now?

Competent LLMs







Traction

ChatGPT

midjo□rney

Al Hype-train





Potential

?

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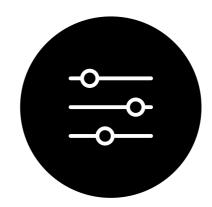
Potential



Who benefits?



Data-rich



Compliance-driven



Product-led

7

Gen Al in Finance today

PERSONAL FINANCE





RISK & COMPLIANCE



DEV TOOLS









INTERNAL PROCESS



8

Gen Al in Finance tomorrow

PERSONAL FINANCE



RISK & COMPLIANCE

COMPLIANCE.AI

VISA

DEV TOOLS

stripe

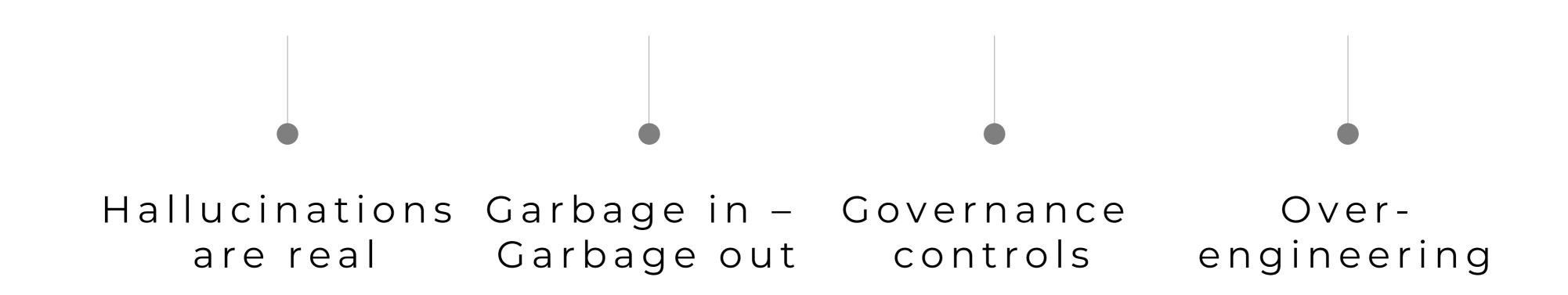
CUST. SUPPORT



INTERNAL PROCESS



A word of caution



Find Problem(s)

Look for critical, manually intensive tasks that AI can solve

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Assess Options

Identify various LLM/AI options out there and understand their abilities/limitations

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Build culture and talent within organization to adopt Al

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Experiment

Create iterative proof of concepts for the viable use cases

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