



# Midlands Bank

## Phase 1 Proposal

**Research**

**Rethink**

**Reboot**

**Restart**

**Reframe**

# Executive Summary

**Midlands Bank's** new CDO (ex-fintech) wants to accelerate AI because competitors are winning on speed and service. It's a regional bank with strengths in SME/Agri/Wealth, but it's **bogged down: SME underwriting takes 4–6 weeks vs. challengers at 48–72 hours; RMs spend ~65% on paperwork**; service wait times are rising; compliance is swamped. The CDO has brought us in, but CRO/CCO/Credit hold de-facto vetoes, and the CFO needs cost-to-income relief.

Our plan: **land with a risk-safe, KPI-tied 10–12-week Phase 1 that proves value in SME underwriting and service ops**, underpinned by our reusable Pathway AI spine (enterprise chat, RAG, agentic workflows, AI-enabled SDLC). We set a design authority, codify controls that comfort Risk/Compliance, and earn the right to scale into fin-crime and regulatory reporting. That's how we deliver fast wins for the CDO without triggering antibodies—and **position WeBuild-AI for a 6–12-month expansion.**



**£35B**

Assets



**2,500**

Employees



**75**

Branches



**1M**

Retail Customers



**95,000**

Business Clients

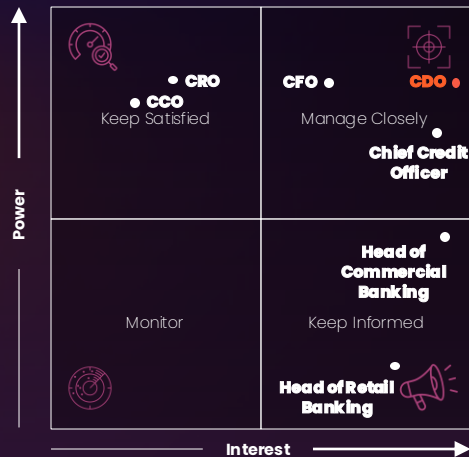
# A fintech-hardened CDO opens the door—our job is to deliver speed and satisfy the veto holders

Midlands Bank is strong in SME/Agri/Wealth, but competitors are winning on speed and service; the new **CDO** (ex-fintech) has the mandate to accelerate AI. CFO pressure: bend cost-to-income without denting service.


SME underwriting takes 4–6 weeks vs challengers at 48–72 hours; RMs spend ~65% on paperwork; service wait times rising; Compliance is swamped. CRO and CCO hold de-facto vetoes.

How do we deliver challenger-level speed **safely**, fast enough to show ROI, and in a way that satisfies veto holders?

Land a **risk-safe, KPI-tied 10–12-week Phase 1** on Pathway Platform (enterprise chat, RAG, agentic workflows; delivered with the Pathfinder Playbook & AI-enabled SDLC), then expand to fin-crime & regulatory reporting.



# We qualify ruthlessly and land where pain meets economic benefits in 12 weeks: SME underwriting

Use Case	Description	Economic Benefit *	Data & Technology	Risk	Main Stakeholders
 <b>SME Underwriting</b>	AI-assisted doc-to-decision for small-business credit—ingests borrower docs, spreads financials, checks policy, drafts the credit memo, and routes only exceptions to an underwriter for final sign-off— <b>cutting Turnaround Time (TAT) ~93% (~35d→60h), so the same team handles more files at a lower unit cost, without adverse impact on credit risk—i.e., no deterioration in default rates or loss severity.</b>	£2.5M	<ul style="list-style-type: none"> <li>✓ 15y loan performance &amp; customer transactions</li> <li>✓ commercial client F/S &amp; relationship notes</li> <li>✓ Credit memos</li> <li>✓ Committee minutes</li> <li>✓ Underwriting decisions</li> </ul>	Low	CFO CRO CCO Chief Credit Head Comm. Banking
<b>RM Productivity Copilot</b>	Permissioned, context-aware copilot for Relationship Managers (RMs)—surfaces client intel, finds documents, answers policy, and drafts outreach/credit notes— <b>freeing minutes per RM per day that convert into additional meetings, qualified opportunities, and term sheets within the window.</b>	£1M	<ul style="list-style-type: none"> <li>✓ Commercial client F/S, industry reports</li> <li>✓ Relationship notes</li> <li>✓ Credit memos</li> </ul>	Low	Head Commercial RMs
<b>Service Ops</b>	AI-grounded agent + self-serve assistant—retrieves policy-backed answers, surfaces next-best actions, and drafts responses across voice/chat— <b>reducing Average Handle Time (AHT) and raising First-Contact Resolution (FCR), translating into fewer abandons on at-risk intents, higher retention, and lower cost per contact.</b>	£7.5M	<ul style="list-style-type: none"> <li>✓ Customer service transcripts,</li> <li>✓ Emails</li> <li>✓ Chat logs</li> <li>✓ CRM</li> </ul>	Hallucinated Answers PII leakage	Head of Service/Retail
<b>FinCrime monitoring</b>	AI-assisted alert triage & investigation—prioritises alerts, enriches with KYC/transaction context, and drafts case notes for analyst review— <b>lowering False Positive Rate (FPR) and Time to Decision (TTD) while increasing cases per analyst and shrinking backlog.</b>	£1M	<ul style="list-style-type: none"> <li>✓ Customer transactions</li> <li>✓ Regulatory filings</li> <li>✓ Compliance docs</li> <li>✓ Audit reports</li> <li>✓ Compliance system</li> <li>✗ <b>Labeled alerts/cases</b></li> </ul>	Missed Detection	CCO CRO
<b>Regulatory Reporting</b>	AI-enabled report prep & controls—extracts required fields, reconciles sources, and drafts FCA/PRA returns with full lineage— <b>reducing Preparation Time per Return (PTR) and defects, compressing audit-prep hours and cycle time to submission.</b>	£200k	<ul style="list-style-type: none"> <li>✓ Regulatory filings</li> <li>✓ Compliance docs</li> <li>✓ Audit reports</li> <li>✓ Core APIs</li> </ul>	Misreporting	CCO CFO

# SME Underwriting Lighthouse: AI doc-to-decision & underwriter copilot in 12 weeks

## Objective

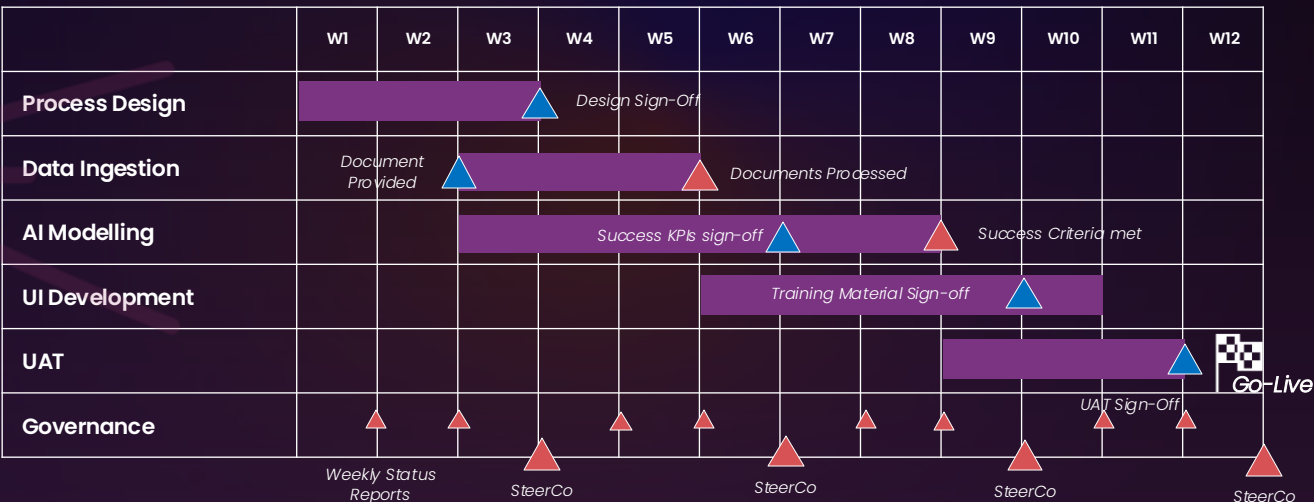
Reduce Turnaround Time (TAT) from weeks to ~60 hours, lift Files/FTE, lower Cost/File, without adverse impact on credit risk.

## Scope

SME term-lending up to a defined limit; new and renewal cases; doc-to-decision with **human-in-the-loop (HIL)**; no change to approved credit scorecards/policies (we operationalize them).

## Key Components

- **Secure Ingestion Service** – collects borrower documents (financials, IDs, collateral), committee minutes, credit memos; de-dupe, virus scan, classify.
- **RAG Index** – indexes credit memos, policy, committee minutes, relationship notes for grounded answers/citations in the copilot and memo drafting
- **Policy Rules Engine** – codifies eligibility, limits, covenants, documents-required checklist, exception thresholds; outputs pass/exception.
- **Exception Router (HIL)** – routes edge cases to Underwriter/Credit with rationale, citations, diffs; captures decisions & overrides.
- **Underwriter Copilot** – Pathway chat that answers “why/where” from indexed sources, drafts memo sections, and explains policy hits—with citations
- **Audit/Telemetry** – immutable event log (inputs, prompts, outputs, approvals), decision lineage, KPI stream (TAT, Files/FTE, exceptions).



**Pathfinder governance:** deliver speed with control: encode credit policy and thresholds in rules, keep **human-in-the-loop** for exceptions, and require **explainable** recommendations with citations so CRO/CCO can see *why* every step happened. Every action is **audited end-to-end** (immutable logs, lineage, override reasons), so Risk, Compliance, and CFO get evidence, not promises.

Role *	FTE	Daily Rate
Solution Manager	1	£ 4,000
Full Stack Engineer	1	£ 3,000
Data Scientist	1	£ 4,000

## Pricing Options:

1. T&M: £ 600k
  2. Fixed Price: £ 840 (40% risk premium)
- Payments Schedule (£ 240k/each):**
1. W3: Design Sign-Off
  2. W6: Success KPIs Sign-Off
  3. W9: Training Material Sign-Off
  4. W12: Go-Live

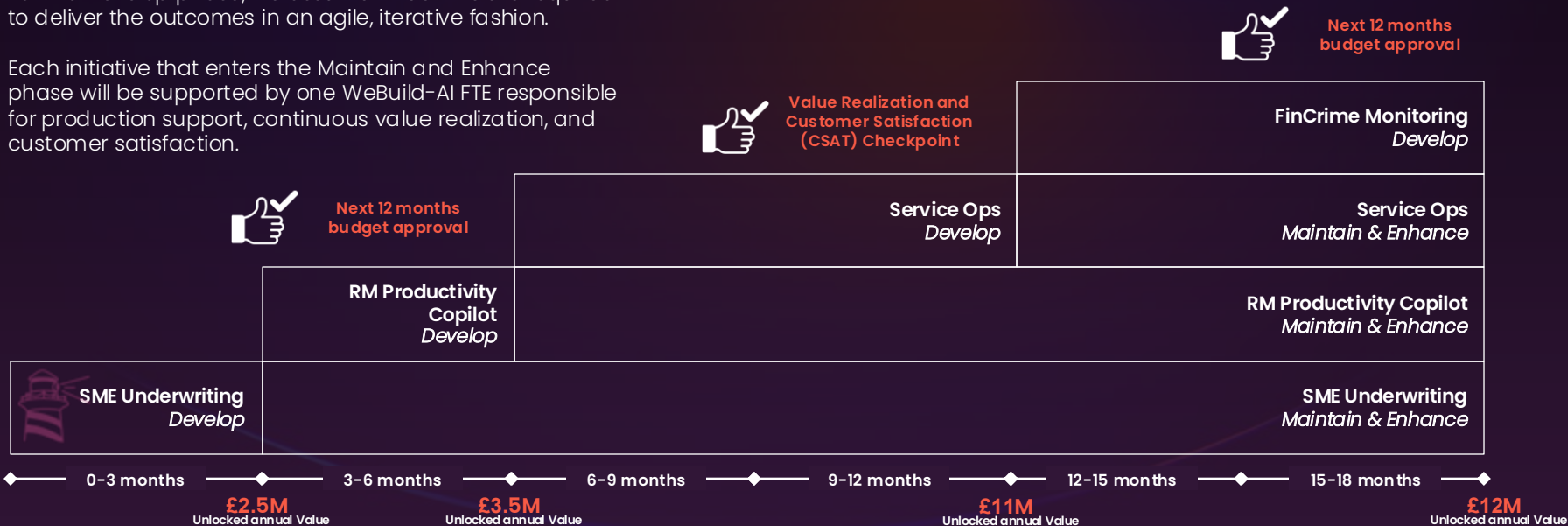


# We sequence 12 months of waves—governed to satisfy veto holders and contracted for outcomes

Following the successful delivery of the lighthouse project, we will contract to scale Midlands Bank's AI-enabled initiatives over the next 12 months.

For the Develop phase, we assume three FTEs are required to deliver the outcomes in an agile, iterative fashion.

Each initiative that enters the Maintain and Enhance phase will be supported by one WeBuild-AI FTE responsible for production support, continuous value realization, and customer satisfaction.



# From Pathfinder to Production: AI-Native Delivery with an AI-Enabled SDLC

**AI-Native Workflow:** Using the Pathfinder playbook:  
Discover → Scope → Design/Build → Assure → Adopt

Mining docs to auto-draft issue trees and risk/policy maps, then building on **Pathway reference** architectures with policy-as-code and human-in-the-loop **controls**. Quality is secured via prompt evals, bias/PII scans, and **immutable audit with telemetry**-driven adoption.

**Delivery Accelerators:** **Speed** + Quality On Pathway, our AI-enabled SDLC ships fast with our assisted codegen/testgen, an Agent Studio and Navigator prompt library, plus reusable RAG integrations to your trusted data and a library of agent accelerators.

Reliability is baked in via model & prompt registries with lineage, telemetry, multi-model interface, CI/CD, Control Tower + Security Hub/Config, and governance to deliver auditable releases of models and prompts.

**Operating Model & RACI:** We execute with a crisp RACI across Sponsor, PO, Eng Lead, Risk, Data/ML, Platform, SMEs, and PMO, with defined decision rights (model release, data access, scope change).

Cadence is 2-week sprints, weekly demos, bi-weekly SteerCo, and controlled run-ops handover with SLOs.

**AI-assisted PM & Communications:** AI produces auto status packs from telemetry/Jira and maintains a live decision & action register for traceability.

Leaders consume CFO/CRO/CCO dashboards tuned to value, risk, and compliance.

**Q&A**





**WEBUILD-AI**