Rebuilding Trust in Enterprise Automation

A visual map of how we turned a technically correct reconciliation platform into the system enterprise teams actually relied on.

5% → 0.2%	+30%	+40%	96%
ERROR RATE	AUTOMATION ADOPTION	RESOLUTION SPEED	REDUCTION

Head of Product Design · PM · 6 Engineers · Data Science · Enterprise Ops · Reconciliation Workflows

AI Triage · A/B Validation

PHASE ONE

01 **The Problem Landscape**

10K

accountants verifying fund transactions manually, every business day

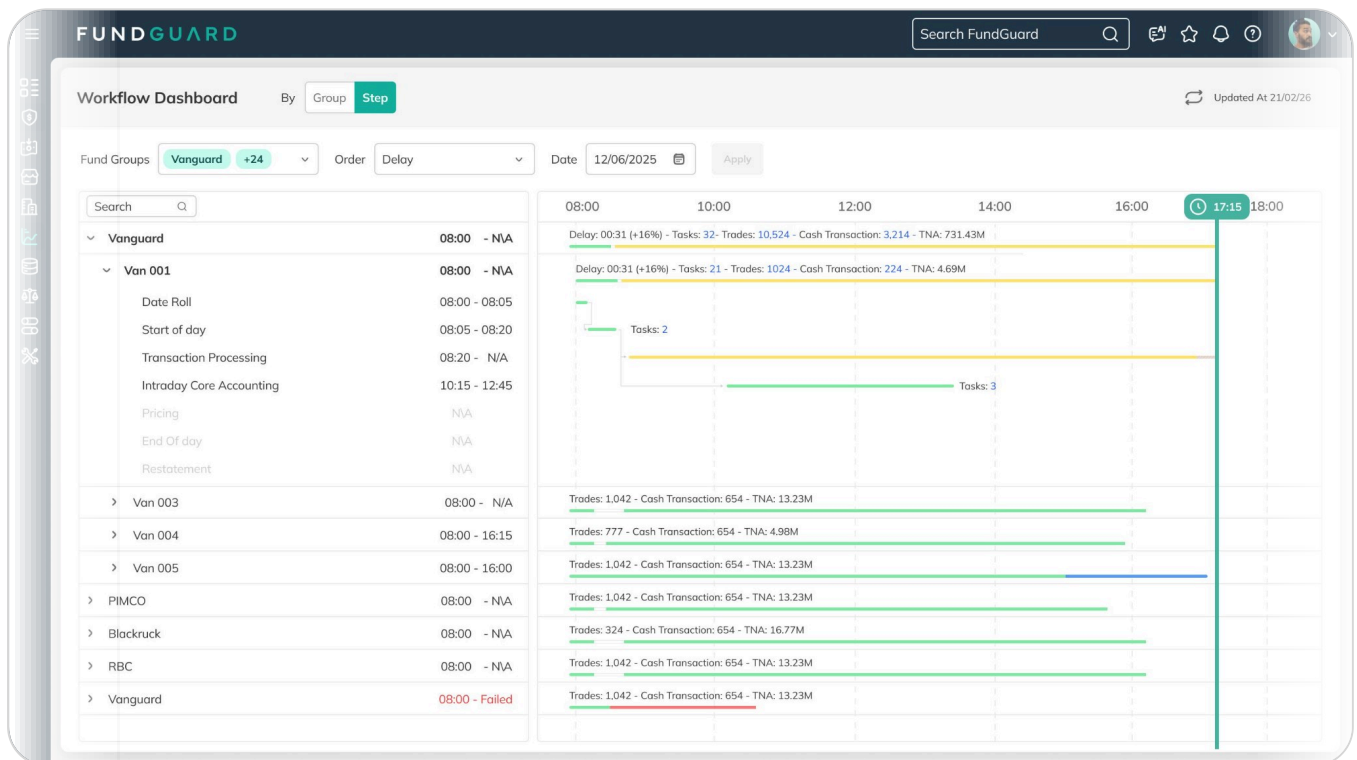- 📊 P&L verification
- 〰️ FX conversion
- 🛡️ NAV production
- 📄 Ledger matching
- 🕐 Before markets open
- ⚠️ ~5% error rate

FUNDGUARD		Search FundGuard 🔍	
Workflow Dashboard	By [Group] [Step]		Updated At 21/02/26
Fund Groups [Vanguard] [+24] ▾ Order [Delay] ▾ Date [12/06/2025] 📅 [Apply]			

Search 🔍			08:00	10:00	12:00	14:00	16:00	17:15 18:00
⌄ Vanguard		08:00 - N\A	Delay: 00:31 (+16%) - Tasks: 32 - Trades: 10,524 - Cash Transaction: 3,214 - TNA: 731.43M					
⌄ Van 001		08:00 - N\A	Delay: 00:31 (+16%) - Tasks: 21 - Trades: 1024 - Cash Transaction: 224 - TNA: 4.69M					
Date Roll	08:00 - 08:05							
Start of day	08:05 - 08:20		Tasks: 2					
Transaction Processing	08:20 - N/A							
Intraday Core Accounting	10:15 - 12:45			Tasks: 3				
Pricing	N\A							
End Of day	N\A							
Restatement	N\A							
› Van 003		08:00 - N/A	Trades: 1,042 - Cash Transaction: 654 - TNA: 13.23M					
› Van 004		08:00 - 16:15	Trades: 777 - Cash Transaction: 654 - TNA: 4.98M					
› Van 005		08:00 - 16:00	Trades: 1,042 - Cash Transaction: 654 - TNA: 13.23M					
› PIMCO		08:00 - N/A	Trades: 1,042 - Cash Transaction: 654 - TNA: 13.23M					
› Blackruck		08:00 - N/A	Trades: 324 - Cash Transaction: 654 - TNA: 16.77M					
› RBC		08:00 - N/A	Trades: 1,042 - Cash Transaction: 654 - TNA: 13.23M					
› Vanguard		08:00 - Failed	Trades: 1,042 - Cash Transaction: 654 - TNA: 13.23M					

Each row = one fund\u2019s daily reconciliation lifecycle from Date Roll through End of Day

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ERROR IMPACT

Incorrect NAV to investors — **100%**

Rework cycles & delays — **85%**

Regulatory exposure — **95%**

Financial liability (hundreds of millions)   **75%**

SCALE VS. CAPACITY

~10

interconnected systems

Manual review isn\u2019t slow — it\u2019s **structurally unsustainable**

PHASE TWO

The Automation Win

02

BEFORE	AFTER
5%	**0.2%**
error rate in reported files	automated row-level validation
Manual checks · Line-by-line · Offline workflows	Real-time gaps · Continuous · AI-validated

96% reduction

AUTOMATED

Workflow Dashboard

By Group Step

Updated At 21/02/26

Fund Groups `Vanguard` `+24` ▼   Order `Delay` ▼   Date `12/06/2025` 📅   Apply

Status	Date	Step Name	Fund group	Fund	Act. Completed	Starting Conditions	Completion Conditions	Starting Time	SLA Time
Completed	12/06/2025	Start of day	Group 001	Fund 017	16/16			08:00 AM	08:30 AM
Completed	12/06/2025	Transaction Processing	Group 001	Fund 023	6/6		Sign-Off	08:29 AM	04:00 PM
Completed	12/06/2025	Data Analysis	Group 001	Fund 012	8/8	Perdefine		02:30 PM	05:30 PM
Completed	12/06/2025	Market Research	Group 001	Fund 027	5/5	Step Forward +1		03:45 PM	07:15 PM
Completed	12/06/2025	Performance Review	Group 001	Fund 019	9/9	Validation +1		03:05 PM	07:00 PM
Completed	12/06/2025	Project Kick-off	Group 001	Fund 011	10/10	Step Completed +1		06:00 PM	09:00 PM
Awaiting Approval	12/06/2025	End of day	Group 001	Fund 022	7/10	Step Completed +1		12:45 PM	04:35 PM
Scheduled	12/06/2025	Morning Briefing	Group 001	Fund 051	2/5		Sign-Off	01:15 PM	05:00 PM
Archived	12/06/2025	Team Sync	Group 001	Fund 045	1/3		Sign-Off	10:25 AM	06:00 PM
On Hold	12/06/2025	Client Follow-up	Group 001	Fund 033	2/7	Step Completed +1		10:54 AM	06:15 PM
Pending	12/06/2025	Report Generation	Group 001	Fund 058	0/5	Manual +1		11:23 AM	06:30 PM
Review	12/06/2025	Budget Planning	Group 001	Fund 005	0/7	Step Completed +1		04:20 PM	08:00 PM
Under Investigation	12/06/2025	Strategic Meeting	Group 001	Fund 040	0/12	Completed +1		05:15 PM	08:30 PM

⚠️ **But here\u2019s the problem**

Users continued rechecking automated outputs, exporting to Excel, running parallel workflows. The system was technically correct — but **behaviorally ignored**.

PHASE THREE

03 The Interface That Reflected the Database

FLAT ROWS

NO HIERARCHY

EQUAL WEIGHT

High cognitive load
Users must mentally reconstruct the hierarchy instead of seeing it visually represented.

Poor scalability
As hierarchies grow, the table becomes harder to read, scan, and reason about, especially with multiple feeders and rollups.

Hierarchy isn't visually clear
Tables flatten relationships, making it hard to understand how funds feed into one another at a glance.

Limited flexibility
Adjusting or re-structuring the hierarchy requires manual edits rather than intuitive interaction.

WHAT V1 HAD

- ⊘ Status (pass/fail)
- ⊘ Issues & gaps count
- ⊘ Date + time
- ⊘ Financial institution

WHAT V1 MISSED

- ⊗ Team/group organizational logic
- ⊗ Bird's-eye view for asset managers
- ⊗ Real-time streaming context
- ⊗ Risk prioritization signal

Three Structural Failures

04

Team mismatch

HIGH

Groups of ~10 accountants per asset manager. V1 flattened this hierarchy into a single stream.

Notification flood

CRITICAL

Every gap triggered an alert. No deduplication, no prioritization. Hundreds competed for attention.

Trust erosion

CRITICAL

When everything is urgent, nothing is. Users fell back on Excel and manual checks.

THE CASCADE

Streaming data → Alert flood → Fatigue → Excel fallback → Trust erosion

PHASE FIVE

Three Hypotheses

H1

Mirror org structure

Asset manager → fund group → fund. Users will orient faster.

🧪 Time-to-answer decreases

H2

Deduplicate & rank alerts

Severity-ranked, time-windowed notifications. Users will act, not ignore.

🧪 Click-through up, Excel down

H3

Context in notifications

Specific workflow details, not generic labels. Faster exception resolution.
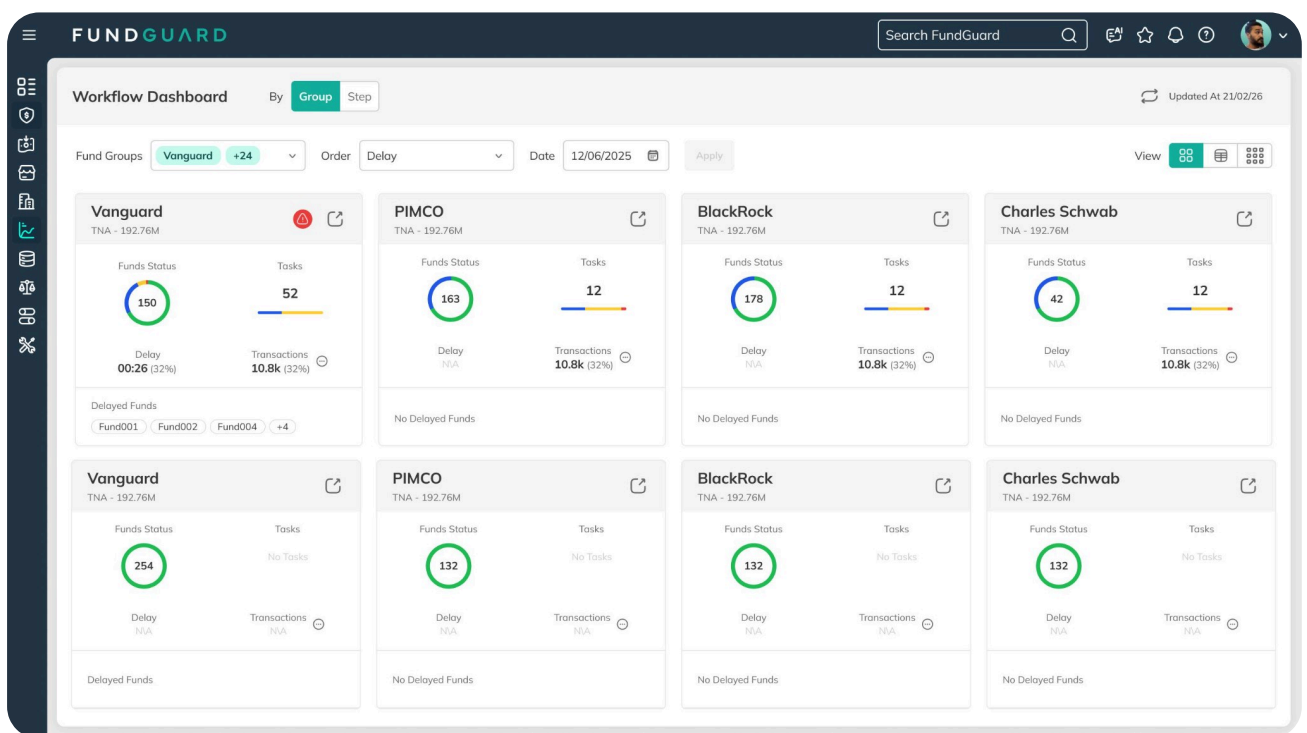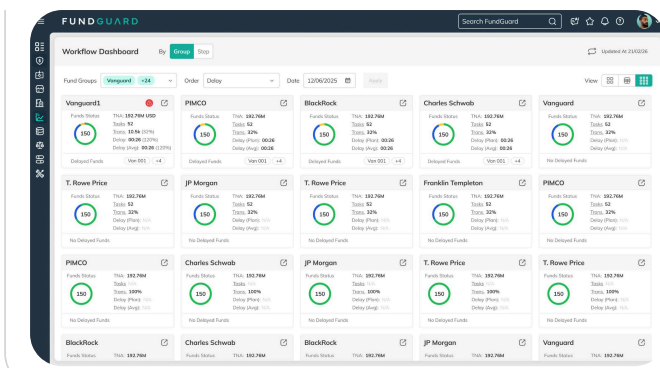
🧪 A/B test: lean vs. detailed

06 The Structural Redesign

DESIGN PROCESS
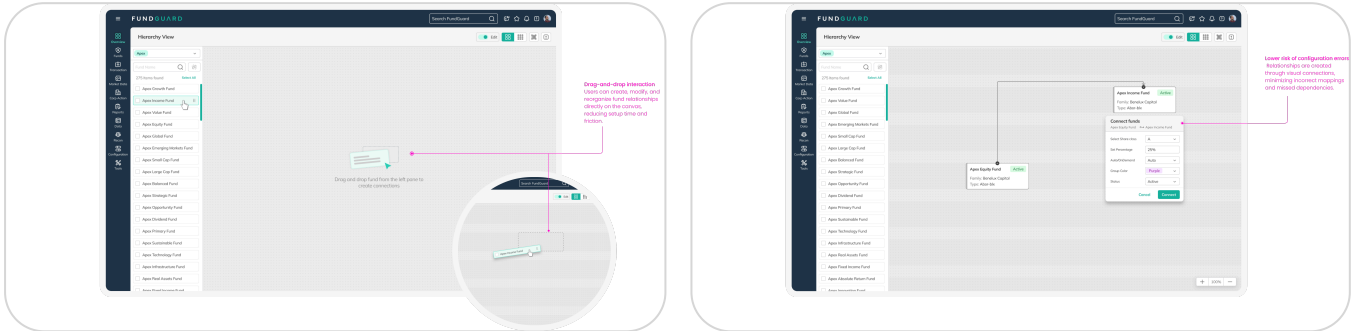
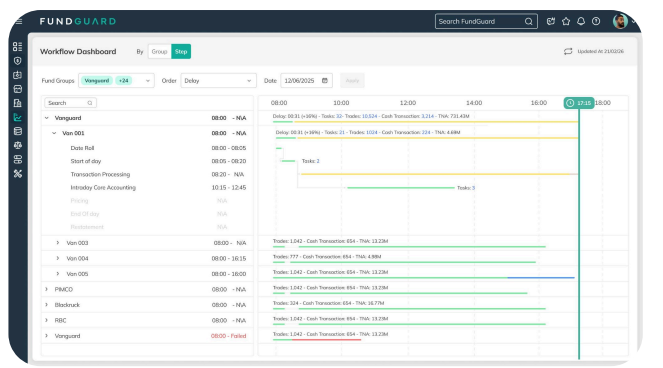**Solution 1** Dashboard aligned to org logic

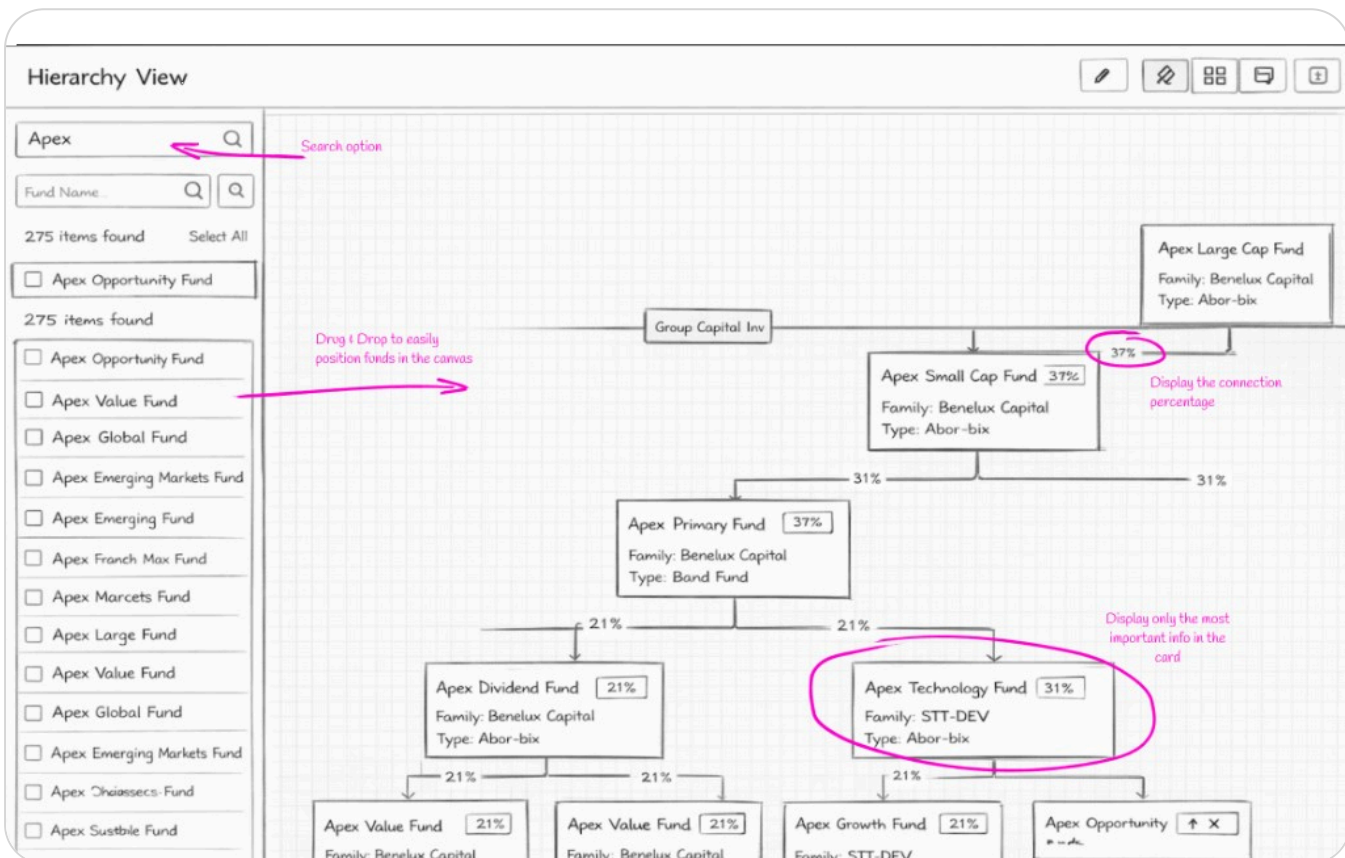Fund groups by asset manager. Health scores. Drill-down with one click.

500 rows → 20 groups   Risk visible instantly   UI mirrors team structure

Hierarchy View

Apex

Search option

Fund Name

275 items found   Select All

Apex Opportunity Fund

275 items found

Apex Opportunity Fund

Drag & Drop to easily
position funds in the canvas

Apex Value Fund

Apex Global Fund

Apex Emerging Markets Fund

Apex Emerging Fund

Apex Franch Max Fund

Apex Marcets Fund

Apex Large Fund

Apex Value Fund

Apex Global Fund

Apex Emerging Markets Fund

Apex Chaessecs Fund

Apex Sustbile Fund

Group Capital Inv

Apex Large Cap Fund
Family: Benelux Capital
Type: Abor-bix

37%

Display the connection
percentage

Apex Small Cap Fund   37%
Family: Benelux Capital
Type: Abor-bix

31%   31%

Apex Primary Fund   37%
Family: Benelux Capital
Type: Band Fund

21%   21%

Display only the most
important info in the
card

Apex Dividend Fund   21%
Family: Benelux Capital
Type: Abor-bix

Apex Technology Fund   31%
Family: STT-DEV
Type: Abor-bix

21%   21%   21%

Apex Value Fund   21%
Family: Benelux Capital

Apex Value Fund   21%
Family: Benelux Capital

Apex Growth Fund   21%
Family: STT-DEV

Apex Opportunity   ↑ ✕

Solution 2   **Aggregated notification system**

Time window

Deduplicate

Group

Prioritize

07

The AI Layer — Detection to Triage

Pattern scan
Reads full notification stream

Severity rank
Low → critical classification

Time-window
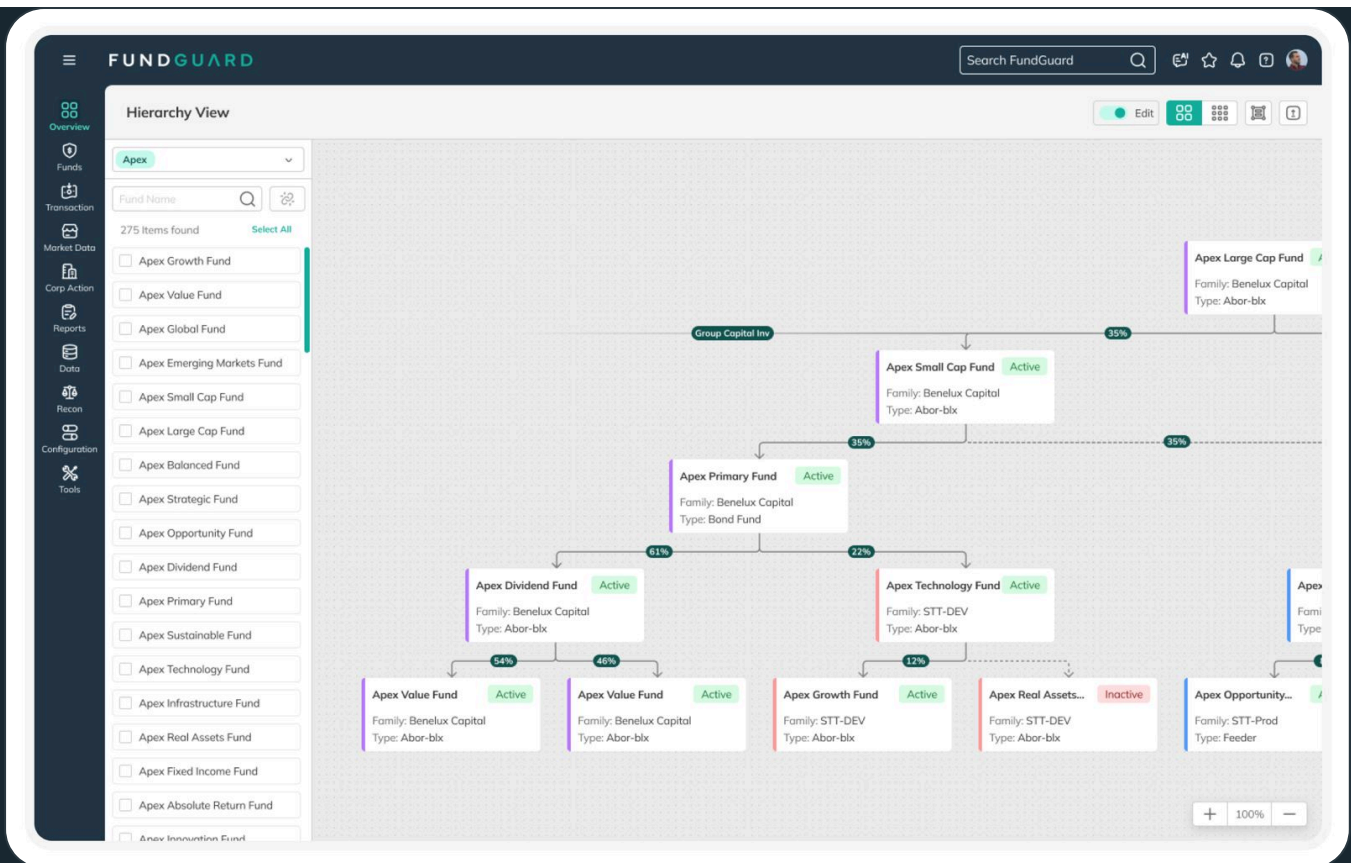Groups operational window

Deduplicate
One entry per root cause

Fix suggestions
Historical pattern matching

Right time
Delivered when user can act

FUNDGUARD

Hierarchy View

Apex

Fund Name

275 Items found   Select All

- [ ] Apex Growth Fund
- [ ] Apex Value Fund
- [ ] Apex Global Fund
- [ ] Apex Emerging Markets Fund
- [ ] Apex Small Cap Fund
- [ ] Apex Large Cap Fund
- [ ] Apex Balanced Fund
- [ ] Apex Strategic Fund
- [ ] Apex Opportunity Fund
- [ ] Apex Dividend Fund
- [ ] Apex Primary Fund
- [ ] Apex Sustainable Fund
- [ ] Apex Technology Fund
- [ ] Apex Infrastructure Fund
- [ ] Apex Real Assets Fund
- [ ] Apex Fixed Income Fund
- [ ] Apex Absolute Return Fund
- [ ] Apex Innovation Fund

Group Capital Inv   35%

Apex Large Cap Fund
Family: Benelux Capital
Type: Abor-blx

Apex Small Cap Fund Active
Family: Benelux Capital
Type: Abor-blx

35%   35%

Apex Primary Fund Active
Family: Benelux Capital
Type: Bond Fund

61%   22%

Apex Dividend Fund Active
Family: Benelux Capital
Type: Abor-blx

Apex Technology Fund Active
Family: STT-DEV
Type: Abor-blx

Apex
Fami
Type

54%   46%   12%

Apex Value Fund Active
Family: Benelux Capital
Type: Abor-blx

Apex Value Fund Active
Family: Benelux Capital
Type: Abor-blx

Apex Growth Fund Active
Family: STT-DEV
Type: Abor-blx

Apex Real Assets... Inactive
Family: STT-DEV
Type: Abor-blx

Apex Opportunity...
Family: STT-Prod
Type: Feeder

+ 100% −

● **CRITICAL**

NAV discrepancy — PIMCO Global Bond Fund
Revalidate FX rates for EUR/USD position

● **HIGH**

Allocation mismatch — Vanguard Growth Equity (3 consolidated)
Review feeding config for sub-fund B

● **LOW**

Timestamp drift — BlackRock Income Fund
Auto-correctable. Confirm or dismiss.

PHASE EIGHT

08 **A/B Validation — Lean vs. Detailed**

VARIANT A

- Status label (pass/fail)
- Fund + timestamp
- Generic action
- No severity

VARIANT B `WINNER`

- ✓ Severity badge
- ✓ Gap description
- ✓ Fix suggestion
- ✓ Downstream risk

+30%
engagement rate

+40%
resolution speed

Users didn\u2019t want less information. They wanted the right information, in context.

09 **Outcome**

5%→0.2%
ERROR RATE

+30%
AUTOMATION ADOPTION

+30%
NOTIFICATION ENGAGEMENT

+40%
RESOLUTION SPEED

👁 Accuracy without inspectability isn't trusted.

⬙ UI structure must mirror organizational logic.

🔕 Notification volume kills notification value.

🔍 Context outperforms brevity — when structured well.

🧠 AI succeeded because its logic was visible.

———

The gap between accurate automation and trusted automation
is never technical. It\u2019s cognitive.

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