# 1. Product Position, History, Reference

## 1.1 Background and Experience In AI, Financial Services, And Automation

Kode Tech has extensive experience in delivering intelligent automation solutions across the financial services industry. We specialize in applying Artificial Intelligence to real business workflows, enhancing operational efficiency, improving decision-making, and strengthening customer engagement. Leveraging Gen AI-powered solutions, we have successfully implemented AI-driven process automation, document handling, digital assistance, and customer support platforms that operate securely and reliably within regulated environments. Our experience in the banking sector includes collaborations with leading financial institutions such as People's Bank, DFCC Bank, and Commercial Bank, where we have delivered solutions focused on operational simplification, secure document management, and enhanced digital customer journeys. With a strong foundation in AI, automation, and enterprise-grade system integration, Kode Tech is well equipped to support HNB in advancing its digital transformation through compliant, scalable, and human-centered Agentic AI solutions.

## 1.2 Relevant Case Studies

### Case Study 01 — DFCC Bank: AI-Powered Customer Support Chatbot

**Client Challenge**

DFCC Bank was experiencing high call volumes at its contact center, which led to increased operational costs and longer waiting times for customers seeking assistance.

**Objective**

Reduce call center workload while improving customer support availability and maintaining a high standard of customer satisfaction.

**Our Approach**

To address these challenges, Kode Tech delivered an AI-driven omnichannel chatbot solution (This solution has been running from 2019 to present):

- Conducted detailed requirement-gathering workshops with DFCC teams to analyze current support gaps.
- Prepared a structured knowledge dataset including all key banking products and services.
- Trained a Wit.ai (NLP) solution to understand domain-specific customer queries.
- Enabled multilingual support (English, Sinhala, and Tamil) to serve a wider customer base.
- Undertook thorough QA and UAT cycles to ensure reliability and accuracy
- Deployed the chatbot across Web, WhatsApp, Facebook Messenger, and Instagram to maximize accessibility.

**Business Impact**

- Significant reduction in contact center call volumes, resulting in measurable cost savings.
- Faster response times with improved accessibility, leading to increased customer satisfaction.
- Enhanced customer experience by enabling interactions through preferred digital channels.
- Improved operational efficiency by automating repetitive customer service tasks.

This solution helped DFCC Bank streamline its support operations while delivering a modern, scalable, and customer-friendly digital service channel.

## Case Study 02 — SLT Hosting Club: AI Voice & Chat Support Automation

**Client Challenge**

SLT Hosting Club required a scalable support solution to handle a growing volume of customer queries related to domain hosting, billing, and technical services. Traditional support channels were limited by availability and response delays, impacting customer satisfaction.

**Objective**

Provide an intelligent, always-available support solution that improves customer experience and reduces dependency on human agents.

**Our Approach**

Kode Tech delivered a Gen AI-driven, tri-lingual voice and text-based chatbot tailored to SLT's business operations:

- Integrated fully with SLT's service and product knowledge base.
- Implemented voice-activated conversational AI for natural, human-like interactions.
- Supported English, Sinhala, and Tamil to meet diverse customer needs.
- Designed automated workflows for routine support tasks such as service inquiries and troubleshooting.
- Enabled seamless escalation to human agents for complex or sensitive issues.
- Conducted QA and UAT to ensure accuracy, responsiveness, and stability.

**Business Impact**

- 24/7 automated support improved customer accessibility and satisfaction.
- Reduced wait times and faster resolutions for common customer concerns.
- Lower operational costs by offloading repetitive queries to automation.
- Enhanced service consistency and operational efficiency.

This solution strengthened SLT Hosting Club's customer engagement capabilities while allowing support teams to focus on higher-value interactions.

## Case Study 03 — NIOSH: AI-Powered Information Assistant & Incident Reporting Platform

**Client Challenge**

The National Institute of Occupational Safety and Health (NIOSH) required a centralized and efficient way to access internal information, guidelines, and documentation. Additionally, workplace incident reporting was manual and slow, leading to delays in corrective actions and safety compliance.

**Objective**

Modernize information access and streamline incident reporting to improve operational efficiency and workplace safety responsiveness.

**Our Approach**

Kode Tech developed a Gen AI-driven knowledge and reporting platform with advanced automation capabilities:
- Implemented a Generative AI-powered information assistant for fast, accurate search across large document repositories.
- Automated document indexing and categorization to improve data accessibility.
- Developed a digital injury reporting workflow to collect and validate incident details from employees.
- Enabled automatic routing of incident cases to relevant departments for rapid follow-up.
- Ensured secure access control and compliance with organizational data policies.

**Business Impact**

- Instant access to critical information improved productivity and reduced search time.
- Enhanced safety compliance through timely reporting and escalation of workplace incidents.
- Data accuracy and consistency strengthened organizational decision-making.
- Reduced operational effort by automating manual reporting processes.

This solution transformed NIOSH's internal knowledge management and safety reporting functions, leading to a more proactive and informed work environment.

# Case Study 04 — Med Cube: AI-Powered Legal Document Search Platform

**Client Challenge**

Med Cube, a U.S.-based organization, faced difficulties managing its extensive legal document collection. Locating case information was time-consuming and required significant manual effort, slowing down research and key decision-making processes.

**Objective**

Develop an AI-powered legal document management system that enables professionals to quickly search, retrieve, and analyze legal content using generative AI, improving productivity, accuracy, and research efficiency.

**Our Approach**

Kode Tech delivered a secure and intelligent document search platform with advanced AI capabilities:
- Implemented generative AI search to understand contextual legal queries.
- Automated document indexing, tagging, and categorization for easy navigation.
- Enabled fast semantic retrieval of contracts, case files, rules, and supporting materials.
- Designed a structured interface to analyze and compare relevant case information.
- Ensured data privacy with role-based access and secure storage.
- Conducted thorough QA and UAT to validate accuracy and performance.

**Business Impact**

- Significant reduction in time spent searching for documents.
- Improved decision-making accuracy through fast and relevant AI-driven insights.
- Better productivity for legal and administrative teams.
- Strengthened knowledge retention and accessibility across the organization.

This solution helped Med Cube accelerate legal research and streamline operational workflows through intelligent document automation.

## 1.3 Client References

| Project | Contact Person | Designation | Contact No | Availability of the modules |
|---|---|---|---|---|
| DFCC Bank: AI-Powered Customer Support Chatbot | Mr. Dinesh Jebamani | Vice President - Digital Strategy | 077 7303018 | Entire Project |
| SLT Hosting Club: AI Voice & Chat Support Automation | Ms. Madhuka Bandara | Business Analyst | 070 402 6225 | Entire Project |
| NIOSH: AI-Powered Information Assistant & Incident Reporting Platform | Mr. Asiri Bandara | OSH Officer | 071 315 2178 | Entire Project |
| Med Cube: AI-Powered Legal Document Search Platform | Mr. Luqman Jumadin | Project Manager | 0773041731 | Entire Project |