# Operational AI Capabilities for Wealth Management

## Strategic Focus: Operational Excellence Over Intelligence Gathering

This document identifies AI capabilities that deliver measurable ROI through operational improvements, cost reduction, and revenue protection - avoiding expensive "surveillance AI" in favor of "surgical AI" that directly impacts business outcomes.

## Phase 1: Prospect & Origination

### 1.1 Institutional Relationship Intelligence Engine

**Capability**: Leverages institutional relationship intelligence to identify existing client networks and strategic connections, enabling relationship-based prospect engagement through systematic analysis of trustee networks, board affiliations, and beneficial ownership structures captured within the institution's client database

**Process Mapping**:

* **Phase Framework**: Phase 1 - Prospect & Origination
* **Process Lane**: "Prospect Generation"
* **Data Sources**: "Client Legal Entity" + "Related Party Creation" sections
* **Business Function**: Transforms how RMs identify and approach prospects using existing institutional data

**Business Value**:

* Increases conversion rates by 20-30% through relationship-leveraged introductions
* Eliminates expensive external data feeds and prospecting tools
* Optimizes existing relationship capital as strategic growth asset

**Implementation Cost**: $X

**Annual ROI**: High conversion improvement with minimal ongoing costs

### 1.2 Document-Driven IPS Assembly

**Capability**: Systematically generates comprehensive Investment Policy Statements by structuring client consultation data, strategic objectives, and risk parameters into standardized institutional documentation, eliminating manual IPS drafting while ensuring regulatory compliance and strategic alignment

**Process Mapping**:

* **Phase Framework**: Phase 1 - Prospect & Origination
* **Process Lane**: "Client Profile Creation" and "AML/KYC"
* **Data Sources**: Meeting notes, client consultation data, risk assessment outputs
* **Business Function**: Transforms ad-hoc advisory documentation into systematic, compliant policy statement generation

**Business Value**:

* Eliminates 3-5 hours per prospect documentation (200 prospects/year = 600-1,000 hours saved)
* Standardizes IPS quality, completeness, and regulatory compliance
* Accelerates prospect-to-client conversion through professional documentation delivery

**Implementation Cost**: $X

**Annual ROI**: Significant advisory time optimization

## Phase 2: Onboarding & Due Diligence

### 2.1 Smart Entity Resolution

**Capability**: Systematically identifies and links existing entities, individuals, and relationships within institutional systems prior to onboarding initiation, preventing redundant client creation while enriching new client profiles with established institutional knowledge and relationship history

**Process Mapping**:

* **Phase Framework**: Phase 2 - Onboarding & Due Diligence
* **Process Lane**: "Client Legal Entity" and "Related Party Creation"
* **Data Sources**: Existing client database, CRM systems, legal entity repositories, beneficial ownership records
* **Business Function**: Transforms manual entity verification into systematic institutional knowledge application

**Business Value**:

* Eliminates 40-60% of redundant onboarding work through intelligent entity matching
* Prevents compliance violations and data inconsistencies from duplicate records
* Creates superior client experience through demonstrated institutional memory and relationship awareness

**Implementation Cost**: $X

**Annual ROI**: Substantial operational efficiency gains

### 2.2 Document-to-Data Automation

**Capability**: Intelligently processes complex legal documentation to extract structured client data, automatically populating onboarding systems with verified information from trust deeds, articles of incorporation, beneficial ownership declarations, and regulatory filings while maintaining audit trails and compliance validation

**Process Mapping**:

* **Phase Framework**: Phase 2 - Onboarding & Due Diligence
* **Process Lane**: "AML/KYC" and "Client Profile Creation"
* **Data Sources**: Legal documents, regulatory filings, trust instruments, corporate documentation
* **Business Function**: Transforms manual document review and data extraction into automated, validated data population

**Business Value**:

* Reduces manual data entry and document processing by 70%
* Eliminates transcription errors and downstream data remediation requirements
* Accelerates onboarding timeline through parallel document processing

**Implementation Cost**: $X

**Annual ROI**: Significant operational efficiency gains

## Phase 3: Contracting & Activation

### 3.1 Contract-to-Billing Automation

**Capability**: Intelligently processes executed Master Service Agreements to extract complex fee structures, tiered pricing schedules, and transaction-based charges, automatically configuring institutional billing systems with precise contract terms to eliminate manual interpretation errors and ensure complete revenue capture

**Process Mapping**:

* **Phase Framework**: Phase 3 - Contracting & Activation
* **Process Lane**: "Client Contract" and "Fund Services"
* **Data Sources**: Executed legal agreements, fee schedules, billing system configurations
* **Business Function**: Transforms manual contract-to-billing interpretation into automated, error-proof revenue system configuration

**Business Value**:

* Prevents 0.1-0.2% revenue leakage through perfect contract-to-billing alignment
* Eliminates billing disputes, client remediation costs, and revenue reconciliation efforts
* Ensures complete capture of complex fee structures and transaction-based revenue

**Implementation Cost**: $X

**Annual ROI**: **HIGHEST ROI CAPABILITY** - Direct revenue protection

### 3.2 Asset Transfer Orchestration

**Capability**: Systematically manages complex asset transfers by automatically reconciling incoming positions against client statements, monitoring transfer status across multiple custodians, and providing real-time visibility into settlement progress while proactively identifying and resolving discrepancies to ensure accurate, complete portfolio transitions

**Process Mapping**:

* **Phase Framework**: Phase 3 - Contracting & Activation
* **Process Lane**: "Asset Management" and "Treasury Management"
* **Data Sources**: Client portfolio statements, custodian transfer systems, settlement networks, position databases
* **Business Function**: Transforms manual, opaque asset transfer management into automated, transparent portfolio transition orchestration

**Business Value**:

* Reduces transfer errors and settlement failures by 80% through systematic reconciliation
* Eliminates client uncertainty during critical transition period through proactive communication
* Reduces operations overhead and manual reconciliation requirements

**Implementation Cost**: $X

**Annual ROI**: Operational efficiency gains plus significant risk reduction

## Phase 4: Ongoing Management & Servicing

### 4.1 Change-in-Circumstance Workflow Engine

**Capability**: Orchestrates systematic data propagation across institutional systems when client circumstances change, automatically updating legal entity information, beneficial ownership records, authorized signatory lists, and compliance profiles while maintaining audit trails and triggering appropriate review workflows for material changes

**Process Mapping**:

* **Phase Framework**: Phase 4 - Ongoing Management & Servicing
* **Process Lane**: "Legal Entity Management" and "Related Party Management"
* **Data Sources**: Client communication systems, legal documentation, regulatory filing updates, internal change requests
* **Business Function**: Transforms manual, error-prone data synchronization into automated, auditable institutional data maintenance

**Business Value**:

* Prevents compliance breaches and regulatory violations from outdated client information
* Reduces manual data update work by 60% across multiple siloed systems
* Ensures data consistency and institutional knowledge accuracy throughout client lifecycle

**Implementation Cost**: $X

**Annual ROI**: High compliance risk reduction plus operational efficiency gains

### 4.2 KYC Refresh & Document Lifecycle Optimization

**Capability**: Applies risk-based analytics to prioritize and optimize periodic compliance refreshes while systematically monitoring client document portfolios for expiry dates and renewal triggers, intelligently scheduling both KYC updates and document collection workflows based on regulatory requirements, risk profile changes, and document expiration timelines to ensure continuous compliance efficiency while minimizing client disruption

**Process Mapping**:

* **Phase Framework**: Phase 4 - Ongoing Management & Servicing
* **Process Lane**: "AML/KYC" and compliance maintenance
* **Data Sources**: Client risk profiles, regulatory requirement databases, compliance calendars, document repositories, expiry tracking systems, renewal requirements
* **Business Function**: Transforms both blanket compliance refreshes and reactive document management into integrated, proactive compliance lifecycle orchestration

**Business Value**:

* 75% cost reduction vs. continuous monitoring approaches
* Prevents compliance violations from both outdated KYC and expired documents
* Eliminates service disruptions during time-sensitive transactions when documents are expired
* Integrated workflow reduces administrative overhead and duplicate client outreach
* Maintains equivalent compliance outcomes through intelligent targeting

**Implementation Cost**: $X

**Annual ROI**: Substantial cost avoidance vs. continuous monitoring alternatives plus compliance risk reduction

### 4.3 Transaction Pre-Validation Engine

**Capability**: Applies comprehensive pre-execution validation to complex financial transactions by verifying account authority, regulatory compliance, liquidity requirements, and settlement prerequisites before transaction initiation, preventing costly failures, compliance violations, and client service disruptions through intelligent risk assessment and validation workflows

**Process Mapping**:

* **Phase Framework**: Phase 4 - Ongoing Management & Servicing
* **Process Lane**: "Treasury Management", "Asset Management", and "Fund Services"
* **Data Sources**: Account authorities, compliance databases, liquidity systems, settlement networks, regulatory requirements
* **Business Function**: Transforms reactive transaction error management into proactive transaction validation and risk prevention

**Business Value**:

* Reduces settlement failures and transaction errors by 70% through comprehensive pre-validation
* Prevents costly remediation, regulatory penalties, and client disputes from transaction failures
* Improves operational efficiency and client satisfaction through reliable transaction execution

**Implementation Cost**: $X

**Annual ROI**: Significant error prevention value plus enhanced client satisfaction