

【What's New】

NRI and Shoko Chukin Bank Announce Proof-of Concept Study on AI-enabled Language Solution

Study will be using NRI's TRAINA to explore AI-supported response to customer communications

Tokyo and New York, July 10, 2018 – Nomura Research Institute, Ltd. (NRI), a leading provider of consulting services and system solutions, and Shoko Chukin Bank, Ltd. Today announced a proof-of-concept study using TRAINA, NRI's AI-enabled language solution. The study began in June of 2018 and will explore how they can respond better and faster to inquiries from customers and sales offices.

In the financial services sector, inquiry correspondence operations require higher level of knowledge and accuracy due to the wide diversification of financial products and ever changing regulatory climate. It is one of financial institutions' top priorities, and a major challenge the Japanese market is facing to maintain the quality of inquiry correspondence operations as the labor population shrinks and the labor cost soars.

NRI's TRAINA solution uses AI capabilities to read procedure manuals and correspondence records to navigate staff through the inquiry process to reach to the best correspondence. In this PoC, finance professionals use TRAINA to correspond to inquiries and in the end evaluate whether TRAINA was able to create useful correspondence and how much time was saved during the process.

To maximize the quality of their customer service, Shoko Chukin Bank will improve the accuracy of TRAINA correspondence and better serve their clients.

"NRI is continuing to make the development and investment of AI-enabled solutions for the global financial services industry a top priority, and TRAINA is one of our flagships products providing innovative AI services for the sector," said Hiroshi Masutani, Senior Corporate Managing Director of NRI. "We're excited to be able to partner with Shoko Chukin Bank on this study that will serve as a strong foundation to the continued development of AI in customer service and financial communications."

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ABOUT NRI

NRI (Nomura Research Institute, Ltd.), founded in 1965, delivers innovative solutions to your problems by providing insight-driven research, consulting and managed services. Leveraging our expertise, NRI caters to a wide range of operational needs of the international financial services community to establish new industry standard service. NRI empowers clients with a team of 13,000 skilled professionals in more than 50 offices globally.

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