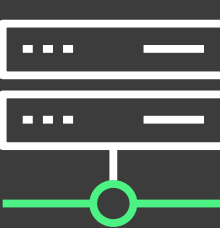


# Transforming customer engagement and financial services operations with Google Gemini Enterprise

kyndryl / Google Cloud

AI has become a defining technology of our time,

with new uses emerging everyday to meet rising customer expectations and evolving financial services regulations.



**60%** of business leaders say they struggle to keep pace with the speed of technological advancements.

Only **29%<sup>1</sup>** say their AI systems are ready to manage future risks.

## Roadblocks to AI readiness

- Complex or outdated legacy systems
- Fragmented customer data with limited personalization
- Manual, error-prone customer service processes
- Lack of intelligent automation hindering agent productivity
- Cybersecurity vulnerabilities and fraud detection gaps



**Kyndryl can help** transform your customer engagement with workflow automation, omnichannel support and cloud-native operations that protect your business every step of the way.

## Intelligent customer support agent

Minimize wait times and enhance customer service across digital channels with 24×7 personalized support.

- Verify customer identities
- Handle routine issues and FAQs
- Respond to complex queries like mortgage options and fraud alerts
- Escalate to human agents when necessary

## Fraud detection and prevention assistant

Monitor transactions in real time and proactively identify suspicious behavior.



Analyze patterns across accounts and channels



Alert internal fraud teams



Engage customers for verification or action



Drive rapid fraud response with reduced financial risk

Kyndryl services for Google Gemini Enterprise drive value across the financial services modernization lifecycle.

- 1

**Kickoff and discovery:**  
Identify the right use cases for your business, conduct discovery sessions, analyze workflows and create a project plan that aligns with your goals.
- 2

**Solution architecture:**  
Design your solution around security and regulatory compliance, including data ingestion and control configurations.
- 3

**Setup and deployment:**  
Connect data sources to Google Gemini Enterprise, configure and integrate in-scope data sources, and tailor your solution to connector capabilities.
- 4

**Testing and optimization:**  
Evaluate solution performance in Vertex AI, refine based on results and address AI hallucinations.
- 5

**Looking forward:**  
Conduct knowledge transfer, review deliverables and hand off solution operations and maintenance.



Schedule a complimentary consultation with a [Kyndryl expert](#)

Learn more at [kyndryl.com](https://kyndryl.com)

1 AI Readiness Report: Banking and Financial Services, Kyndryl, 2024  
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