





South Indian Bank was looking for an advanced conversational AI platform to satisfy customer and employee use cases. A standard chatbot would not suffice. They needed a system that could understand unstructured text with the flexibility of easily creating use cases for cross-functional stakeholders, and they didn't want to script dialogues for every single one.

"We were looking for an omni-channel chatbot with AI/NLP capabilities that would enable it to understand queries contextually and simulate conversations with our customers, while resolving customer issues efficiently."

— Sony A

*Jt. General Manager
Head-Digital Banking Dept
South Indian Bank*

For unstructured data processing and free-flowing conversations without additional dialogue scripting, Light Information Systems' NLPBots platform was a perfect match.

"We evaluated a pool of chatbot vendors and we selected NLPBots, which was referred to us by Oracle for Startups."

— Sony A

*Jt. General Manager
Head-Digital Banking Dept
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Startup Offers New Approach to Conversational AI

- First launched in 2018, Light's NLPBots platform goes beyond intent classification mechanisms, delivering cognitive capabilities with the power to automate conversations and processes across enterprise functions.
- Solutions include report generation, hiring, IT support, and marketing insights.
- The scale-ready platform enables expanding use cases that suit customers' evolving needs.

AI Use Cases Scale Across the Enterprise

- Powered by over 40 proprietary algorithms, NLPBots digests free-flowing conversations and understands unstructured text at human parity levels.
- The AI continues learning, even as use cases scale across enterprise functions.
- Deployments have improved customer experience including reducing customer wait times and increasing automation in customer service interactions.
- The latest version of the platform – NLPBots v3 – will be released on Oracle Cloud with DIY interfaces for anyone to create AI NLP use cases.



Partnership Builds Powerful Connections

Light Information Systems joined Oracle for Startups with the intention of hosting NLPBots on Oracle Cloud, which would make it easier to align and integrate with Oracle's repertoire of Human Capital Management (HCM) and Financial products.

As part of the program, they took advantage of free cloud credits and market connections, like the one with South Indian Bank. NLPBots was one of several AI providers that Oracle introduced to the bank.

When NLPBots emerged as a frontrunner, the Oracle team worked alongside them through the requirement gathering phase, proof-of-concept, and negotiation. **Despite not having direct experience with banking clients, NLPBots' technology, customer references and relationship with Oracle sealed the deal.**

“*The Oracle Cloud infrastructure is one of the best and it is very cost effective, especially with the startup program.*”

— **Sanjeev Menon**
Cofounder and CEO, Light Information Systems

Integrated Bots Improve Banking Experience

With several conversational AI use cases in deployment across functions, South Indian Bank expects to see lowered operating costs and an improved customer experience from their partnership with Light Information Systems.



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