



BFS | Sutherland FinAI Hub

Agentic AI That Actually Delivers

Industry-Trained · Autonomous · Scalable · Explainable



Financial institutions don't have an AI problem, they have an execution problem. Sutherland FinAI Hub is the operating model that moves BFS firms from scattered pilots to production: domain-trained AI agents that reason, act, and collaborate across KYC, disputes, payments, lending and servicing; with human oversight and regulator-ready transparency built in from day one.

Meet Sutherland's AI Agent Ecosystem

From onboarding to collections, a domain-trained agent for every step: working together, not in silos

Operations



KYC Agent



Fraud Investigator Agent



Dispute Resolver Agent



Servicing Companion Agent

Payments



Payment Processor Agent



Fraud Manager Agent



Settlement Reconciler Agent



AML Screening Agent

Lending



Loan Underwriter Agent



Risk Scoring Agent



Empathy Coach Agent



Case Summary Agent

Cards



Dispute Master Agent



Card Issuance Agent



Rewards Companion Agent



Limit Optimizer Agent

Auto Finance



Auto Underwriter Agent



Dealer App Agent



End-of-Term Advisor



Contract Validation Agent

Solution Highlights



Multi-agent architecture that executes decisions



Explainable, policy-aware reasoning with full audit trails



Human-in-the-loop control on every high-risk decision



Plugs into your existing core—no rip-and-replace

Outcome Delivered

~40% Reduction in operating cost

~50% Faster decision cycles

~60% Less time spent training teams

~10% CSAT uplift from faster resolutions

100% Compliant, auditable AI decisions

Sutherland FinAI Hub: One Operating Model, Three Layers



Why Sutherland's FinAI Hub?

-  **Production Over Pilots**
Built to operationalize agentic AI across the value chain, not run isolated POCs
-  **BFS-Grade Trust by Design**
Explainability and governance compliance teams can sign off on
-  **Skin-in-the-Game Commercials**
Outcome-based models tied to cycle time, cost-to-serve, and quality
-  **Multi-Agent Orchestration**
Agents work as a system, closing outcomes instead of creating handoffs
-  **Legacy-Friendly Integration**
Connects to core, CRM, KYC, and fraud stacks without rip-and-replace
-  **Human Impact, Not Headcount Games**
Human-in-the-loop keeps judgment where it matters

Sutherland is an AI-driven business transformation partner to enterprises, including several Fortune 500 clients. We design, run, and automate business operations at scale, helping clients improve efficiency, strengthen customer experiences, and deliver measurable outcomes.

Most companies either build AI-led capabilities or run operations. Sutherland does both. We run complex, mission-critical processes while engineering the AI-led solutions that sit within them. This closed loop helps clients move beyond AI pilots to reliable, governed outcomes that improve and scale over time.

With deep operational expertise, advanced products, platforms, and engineering, we help clients modernize operations and build future-ready businesses.

