



# Delivering Smarter Banking Solutions with Generative AI — A KPMG Client Success Story

You can with AI



Redefining Efficiency in Corporate & Investment Banking Through AI Innovation in Large Big 4 Bank for Data Extraction

You can accelerate Banking Compliance and Operational Excellence with Generative AI.

**KPMG supported a leading financial institution in the design and implementation of a production-ready Generative AI solution for its Corporate and Investment Banking division.**

The engagement involved a comprehensive process analysis, solution architecture, and full-scale deployment of an AI use case focused on extracting, interpreting, and calculating information from both structured and unstructured data across diverse document formats. The GenAI solution was integrated seamlessly with the client's existing systems, streamlining the tenancy evaluation process and delivering significant time savings and operational efficiency.

By leveraging advanced AI, Generative AI and automation technologies within the Microsoft Azure ecosystem, KPMG successfully delivered a production-grade AI solution that achieved a 97% efficiency gain for the client.

## The Challenge

The client sought to address inefficiencies and enhance the overall effectiveness of the tenancy evaluation process, through automating the capture and analysis using AI technologies.

## The Opportunity

KPMG conducted an in-depth analysis of the as-is process and existing systems. This included mapping of required information from tenancy schedules, and integration points with existing infrastructure and legacy systems.

KPMG designed a detailed solution architecture of the

solution, leveraging the client's existing technology stack of Microsoft Azure.

KPMG implemented a production grade solution to extract the required fields from the various formats, this included training of custom neural AI models in Azure Document Intelligence and leveraging a gpt-4o model in Azure Foundry, together with a retrieval augmented generation (RAG) framework, with indexed data (using an embedding model) in Azure AI Search. To create agentic capabilities, a feedback loop was implemented in the AI solution, capable of learning through manual feedback provided by the tenancy evaluator.

Working together with the clients infrastructure team, KPMG successfully deployed the implemented solution into production, and the solution has since delivered a 97% efficiency gain and 95% time saving, with greater than 99% automation lift percentages.

The production grade solution was enhanced with a Phase 2 implementation that handled additional data types and information.

## The Outcome

The client experienced a clear demonstration of how AI and automation could be seamlessly integrated into their tenancy processing workflow, leading to potential improvements in speed, accuracy, and overall operational efficiency.

This AI Production grade solution showcased the technical feasibility of the usage of AI and Automation in their current processes.

This success story proves that AI and automation aren't just future possibilities, they're production-ready solutions delivering measurable impact today.

**You can with AI. You can with KPMG.**

### Shamit Govind

Partner: Technology & Innovation  
Data & AI Lead  
KPMG Southern Africa

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