

CASE STUDY



Precision Over Guesswork: How Aveni Detect is Reshaping QA and Beyond

Real Results from Financial
Services Risk & Compliance
Leaders

A screenshot of the Aveni Assessments interface. It features a sidebar with icons for search, list, add, and settings. The main content area is titled 'Assessments' and displays three assessment items. Each item has a progress bar and a status button (Yes or No). The third item is expanded, showing a question: 'Does the adviser ask for the full customer's name?' with radio button options for Yes, No, and N/A. Below the question is a text input field with the placeholder text 'Quotes you've pinned from the call' and 'Could you please provide your full name?'.

Assessments

Progress bar: [] Yes

Progress bar: [] Yes

Progress bar: [] No

Does the adviser ask for the full customer's name? ☐ Yes ☐ No ☐ N/A

Quotes you've pinned from the call

Could you please provide your full name?



CASE STUDY



In the high-stakes arena of financial services, risk and compliance leaders face unrelenting demands: safeguard client outcomes, uphold rigorous regulatory standards, and optimise operational efficiency – all under intense regulatory scrutiny.

Aveni Detect, **an AI platform engineered specifically for the UK financial services sector**, is delivering transformative results for firms across the spectrum, from equity release specialists to wealth management and financial advice businesses.

Drawing on real-world evidence, this range of case studies explores how Aveni Detect is cutting quality assurance (QA) timelines, enhancing vulnerability detection, and equipping teams with deeper, actionable insights. Here's how it's reshaping the landscape, and why it matters to your organisation.

CASE STUDY

Key Performance Highlights:



83%

reduction in QA assessment
time: From 90 minutes to just
15 minutes

100%

call analysis coverage versus
previous random sampling
approach

75%

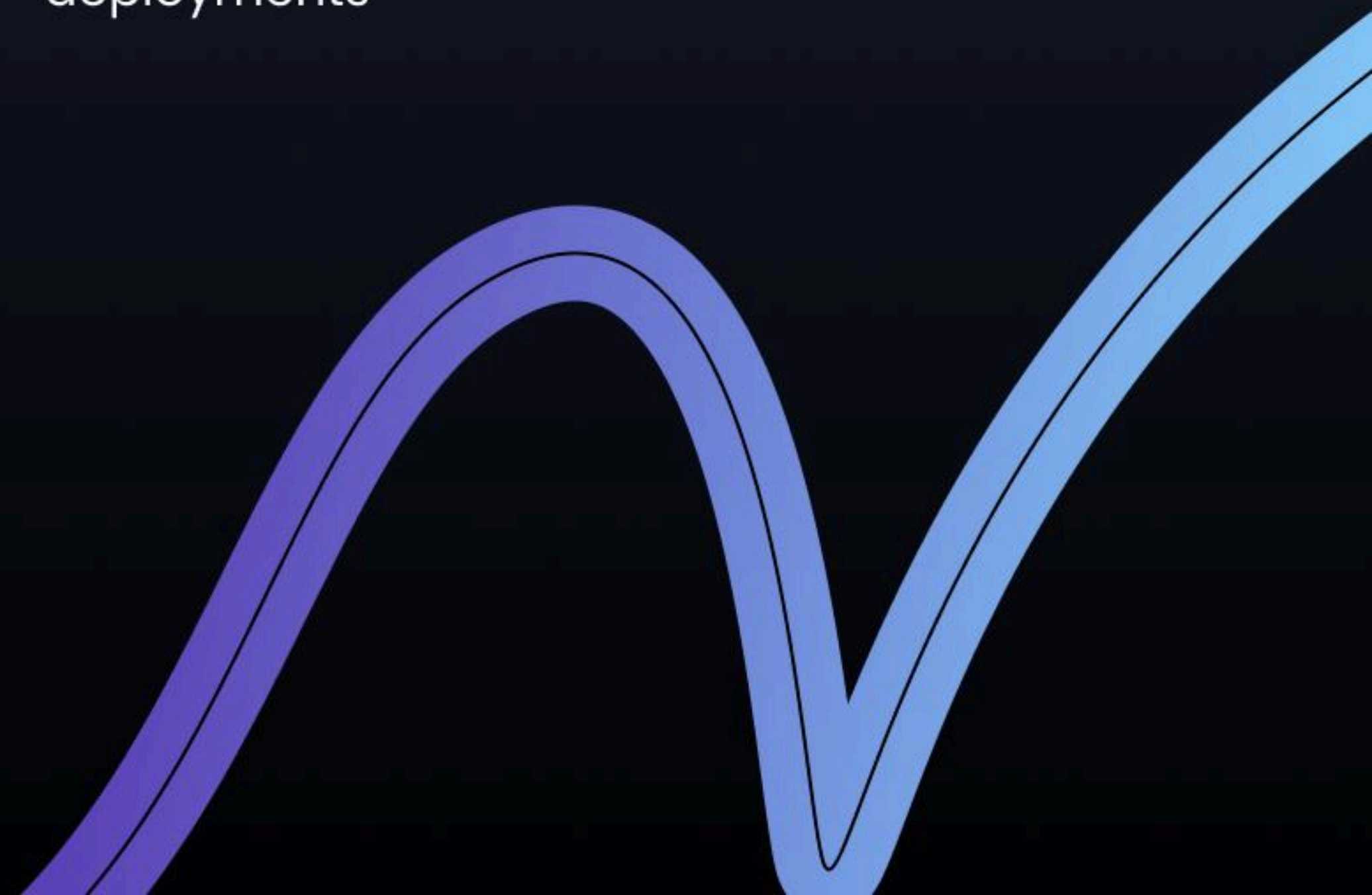
faster customer vulnerability
observations across all
deployments

93%

accuracy in vulnerability
categorisation

100%

complaint flagging
accuracy



From Hours to Minutes: Accelerating QA with Uncompromising Precision

The Challenge: Random Testing and Manual Assessment

Before implementing Aveni Detect, quality assurance processes for this company were labour-intensive and inefficient. For **one equity release firm**, compliance officers spent up to **90 minutes** reviewing a single case, often requiring hours to assess just 2 or 3 calls. The approach relied heavily on random sampling, forcing staff to manually listen to entire recordings with no way to focus on critical moments.

This traditional method created multiple pain points:

- QA teams were chronically overworked and stretched thin
- Random sampling left significant compliance blind spots
- Only a small percentage of total calls could be reviewed
- Time spent on mundane listening tasks prevented strategic oversight
- The resulting bottleneck drained valuable resources while providing minimal actionable insights

Compliance teams were spending entire days just listening to calls, yet still only scratching the surface of the company's total interactions. It was impossible to achieve the oversight this company needed using their current processes.



The Solution: QA Automation with Advanced AI

Aveni Detect transformed this process through sophisticated AI-driven automation, delivering significant efficiency gains across the board:

83%

time reduction across QA assessments
(from 90 minutes to 15 minutes)

65%

faster call reviews through intelligent
transcription and analysis

100%

call coverage versus previous
sampling limitations

One operations manager highlighted the profound impact: "**What used to dominate our entire day is**

now a 20-minute task with Aveni's transcripts and analysis tools. The platform identifies exactly where we need to focus, eliminating hours of unnecessary listening."

This acceleration represents more than just time savings – it's a fundamental shift in capability. **With Aveni Detect, firms can:**

- **Scale oversight** to cover their entire call volume
- **Reallocate skilled compliance personnel** to high-value analytical tasks
- **Implement consistent evaluation criteria** across all customer interactions
- **Identify emerging compliance risks** and trends at unprecedented speed
- **Eliminate the inefficiency bottleneck** that once held firms back from meeting their regulatory obligations

Beyond Human Limits: Elevating Vulnerability and Complaint Detection

The Challenge: Hidden Risks

Human assessors, despite their expertise, inevitably struggled to identify every vulnerability indicator or potential complaint across thousands of interactions. This created significant gaps in compliance coverage and customer protection efforts.

Internal audits revealed that **over 20% of calls** contained valid vulnerability indicators that were

missed during initial reviews. Additionally, inconsistent categorisation of vulnerability types undermined Consumer Duty efforts by preventing systematic improvement.

A wealth management group Aveni worked with faced particular challenges with incomplete risk visibility, exposing them to:

- Potential client harm through missed vulnerability indicators
- Regulatory exposure from unidentified complaints
- Inconsistent vulnerability classification across different reviewers
- Limited ability to track vulnerability trends over time
- Reduced capacity to demonstrate compliance with Consumer Duty requirements



The Solution: A Machine Line of Defence™

Aveni Detect's advanced AI capabilities dramatically improved risk detection accuracy:

100% accuracy in complaint identification across all test cases

93% correct categorisation of vulnerability types, outperforming human reviewers

20% successful identification of risks in the 20% of cases where human reviewers missed them

- Consistent application of vulnerability criteria across all interactions

- Comprehensive documentation of vulnerability indicators for regulatory reporting.

The leadership team emphasised the impact:

"The Aveni platform allows us to easily identify consumers contacting us that may be vulnerable. That's really helped us start to consider how we can better support those consumers when they contact us."

By implementing Aveni Detect, financial services firms established:

- Significantly fewer compliance blind spots
- More stringent and consistent vulnerability management
- Enhanced ability to demonstrate regulatory adherence
- A truly proactive stance toward customer protection
- Comprehensive risk documentation that helps reduce regulatory exposure

Seamless Execution, Trusted Partnership: Aveni's Proven Delivery

The Challenge: Clunky Technology Deployment

Many financial services firms have experienced the frustration of integrating new compliance solutions only to face:

- Significant disruption to existing workflows
- Technology that failed to address their specific operational needs

- Misaligned priorities between vendor promises and actual implementation
- Extensive training requirements that delayed realisation of benefits
- Teams left frustrated by poor user experience and limited support

These implementation challenges often slowed progress toward compliance goals across a range of different firms including wealth management, equity release, consumer credit and insurance, and tested the patience of already-stretched teams.



The Solution: A Comprehensive and Collaborative Approach

Aveni's implementation process stands apart through its focus on partnership and alignment with client needs.

We work closely with each of our clients to ensure:

- **Tailored deployment strategies** designed around each firm's specific challenges
- **Regular progress reviews** to ensure alignment with compliance objectives
- **Smooth integration** with existing systems and workflows
- **Responsive support** addressing questions and concerns in real time
- **Continuous improvement** based on user feedback and emerging requirements

One financial services firm highlighted this difference:

"Communication and regular meetings throughout implementation have been exemplary, with ad hoc support readily available whenever we needed it."

Another praised the expertise behind the technology:

"Aveni's team is exceptionally knowledgeable with a genuine can-do attitude. They understand our regulatory challenges and have configured the system to address our specific needs."

After implementation, another Aveni customer emphasised the ongoing value:

"Aveni's support continues to be outstanding - they're consistently proactive in enhancing the system based on our evolving requirements and the changing regulatory landscape."

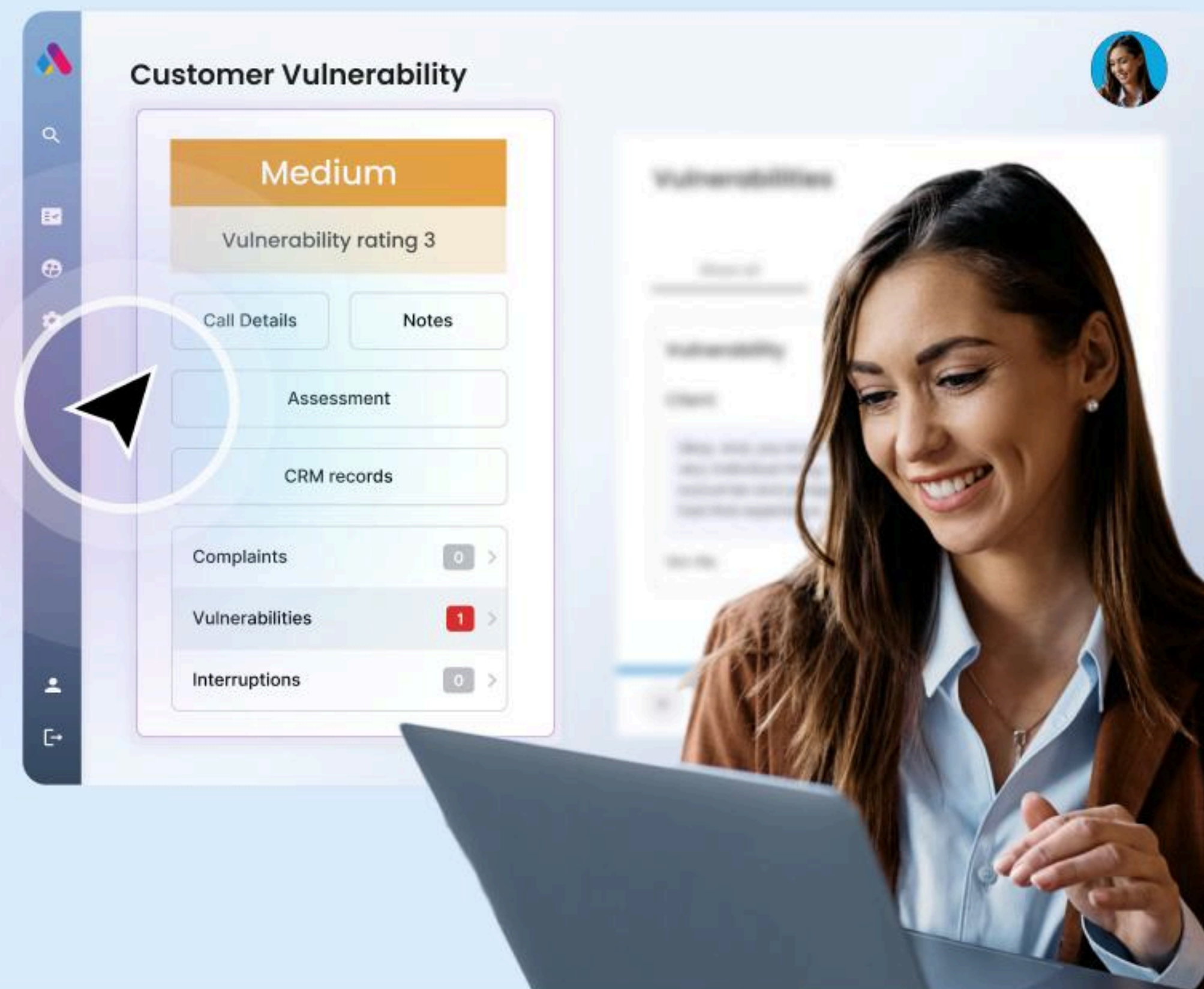
The Strategic Shift: From Struggle to Strength

Current Realities in Compliance Functions

Financial services firms without advanced AI capabilities continue to face significant challenges:

- Cumbersome, time-intensive QA processes that cover only a fraction of interactions
- High risk of undetected vulnerabilities and complaints
- Superficial insights that fail to drive meaningful improvement

- Technology implementations that create as many problems as they solve
- Compliance teams that remain exposed to regulatory risks despite best efforts
- Resources stretched beyond capacity by manual processes and limited tools



The Aveni Detect Advantage

Firms implementing Aveni Detect experience a fundamental transformation in their compliance capabilities:

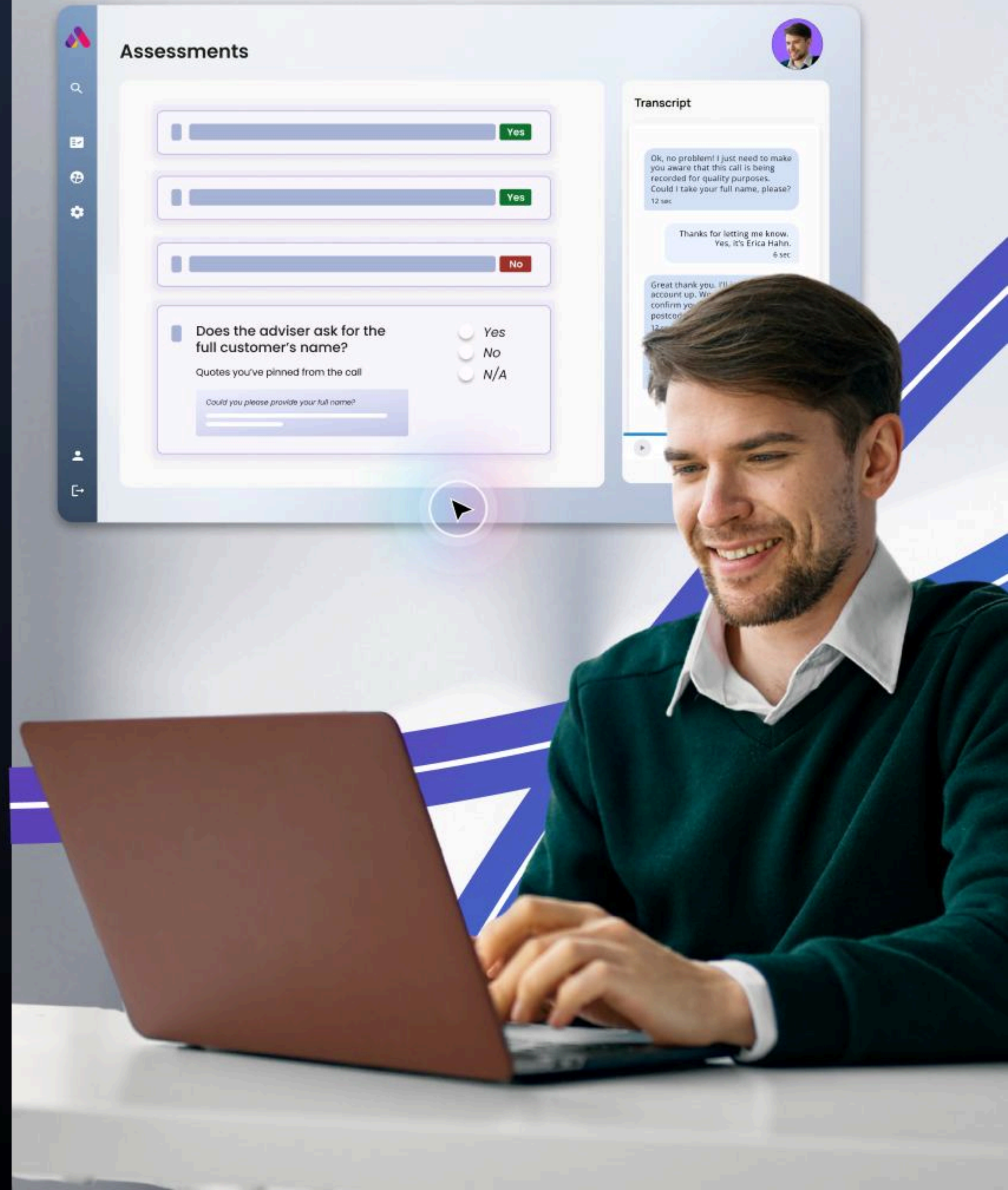
15mins

QA time cut from
90 minutes per
case

100%

Risks caught with
precision across
100% of interactions

- Teams empowered by comprehensive, actionable data
- Smooth implementation that enhances rather than disrupts existing workflows
- Integration that adapts to specific organisational needs



The payoff extends across multiple dimensions:

- **Enhanced compliance** with reduced regulatory exposure
- **Elevated client outcomes** through earlier vulnerability identification
- **Operational agility** that allows resources to be allocated strategically
- **Defensible processes** backed by transcripts, recordings and documents for the regulator
- **Continuous improvement** driven by rich interaction data

For risk and compliance executives navigating today's challenging regulatory environment, Aveni Detect

represents more than just an incremental improvement, it's a strategic leap forward. In a landscape of rising stakes and increasingly rigorous requirements, it's the tool that transforms compliance challenges into opportunities for organisational excellence.

Ready to see the difference in your organisation?
[Book a demo](#) with Aveni today.





100% Quality Assurance coverage
at a fraction of the cost