Teqade Technologies

Service Offerings

Overview

Our comprehensive software solutions are transforming how small finance banks (SFBs) operate by integrating cutting-edge artificial intelligence technology. We specialize in AI implementations that enhance efficiency, strengthen risk management, and elevate customer engagement across your banking operations.

As AI specialists, we leverage the latest advancements in Generative AI, Optical Character Recognition (OCR), and agentic workflows to create tailored solutions that address the unique challenges facing small finance banks. Our technology enables you to optimize resources while ensuring regulatory compliance across all banking functions.

Customer Experience & Engagement

1. Digital Onboarding and KYC Solution

- Problem: Manual onboarding processes are time-consuming, error-prone, and lead to poor customer experience.
- Objective: Simplify and accelerate the customer onboarding process for small businesses.
- Solution Proposed: A digital onboarding platform with OCR, eKYC, and GenAI-powered assistance.
- Features:
  - Smart Document Extraction (OCR) for automated data capture.
  - eKYC integration with government databases (Aadhaar, PAN, GST).
  - Mobile app for seamless onboarding.
  - GenAI chatbot for real-time customer support.
- Business Value:
  - Faster onboarding (reduced from days to minutes).
  - Improved accuracy and compliance.

- - Enhanced customer experience.
- Effort for Development:
  - High: Requires integration with government APIs, OCR engine development, and AI chatbot training.

2. AI-Powered Customer Support and Engagement

- Problem: High volume of customer queries leads to long response times and poor customer experience.
- Objective: Enhance customer support and engagement for small business banking customers.
- Solution Proposed: A GenAI-powered chatbot and voice assistant for 24/7 support.
- Features:
  - GenAI chatbot for handling common queries.
  - Voice assistant for hands-free banking.
  - Personalized product recommendations.
  - Agentic workflows for query escalation.
- Business Value:
  - Improved customer satisfaction and retention.
  - Reduced support costs.
  - Increased cross-selling opportunities.
- Effort for Development:
  - Medium: Requires AI model training, chatbot development, and integration with core systems.

Lending & Risk Management

3. Loan Processing Workflow Automation

- Problem: Loan processing is manual, slow, and prone to errors, leading to delays in disbursement.
- Objective: Streamline the loan application and approval process for small businesses.
- Solution Proposed: An end-to-end loan management system with OCR, AI credit scoring, and agentic workflows.
- Features:

- Automated loan origination, underwriting, and disbursement.
- OCR for document processing and validation.
- AI-powered credit scoring using alternative data.
- Mobile app for loan tracking and document submission.
- Business Value:
  - Reduced loan processing time (from weeks to days).
  - Improved decision-making with AI credit scoring.
  - Enhanced customer satisfaction.
- Effort for Development:
  - High: Requires workflow automation, AI model development, and mobile app integration.

4. Fraud Detection and Risk Management

- Problem: Rising incidents of fraud and lack of real-time risk monitoring.
- Objective: Mitigate risks and detect fraudulent activities in small business banking.
- Solution Proposed: An AI-powered fraud detection and risk management system.
- Features:
  - AI-based fraud detection for unusual transaction patterns.
  - Real-time alerts for suspicious activities.
  - Risk scoring for loan applicants and transactions.
  - Integration with core banking systems.
- Business Value:
  - Reduced fraud losses.
  - Improved trust and compliance.
  - Enhanced risk management capabilities.
- Effort for Development:
  - High: Requires AI model development, real-time monitoring, and integration with core systems.

5. GenAI-Powered Financial Insights and Reporting

- Problem: Small business owners lack actionable insights into their financial health.
- Objective: Provide actionable insights to small business owners and bank managers.
- Solution Proposed: A financial insights and reporting platform powered by GenAI.

- Features:
  - Financial health dashboards.
  - AI-generated financial reports.
  - Predictive analytics for cash flow forecasting.
  - Integration with accounting tools.
- Business Value:
  - Empowered decision-making for small businesses.
  - Improved advisory services for the bank.
  - Increased customer loyalty.
- Effort for Development:
  - Medium: Requires AI model development, dashboard creation, and integration with accounting tools.

Operations & Compliance

6. Smart Document Management System

- Problem: Banks struggle with managing and retrieving physical and digital documents efficiently.
- Objective: Digitize and manage documents efficiently for small business banking operations.
- Solution Proposed: A cloud-based document management system with OCR and AI-powered classification.
- Features:
  - OCR for digitizing physical documents.
  - AI-based document classification and tagging.
  - Secure cloud storage with role-based access.
  - Integration with core banking systems.
- Business Value:
  - Reduced paperwork and manual effort.
  - Faster document retrieval and improved compliance.
  - Enhanced operational efficiency.
- Effort for Development:

- - Medium: Requires OCR integration, AI classification models, and cloud infrastructure setup.

7. Agentic Workflows for Back-Office Automation

- Problem: Manual back-office processes are inefficient and error-prone.
- Objective: Automate repetitive back-office tasks to improve operational efficiency.
- Solution Proposed: Agentic workflows for task automation and orchestration.
- Features:
  - Automation of tasks like document verification and data entry.
  - Workflow orchestration across departments.
  - Integration with core banking, CRM, and ERP systems.
- Business Value:
  - Reduced operational costs.
  - Faster processing and improved accuracy.
  - Enhanced employee productivity.
- Effort for Development:
  - Medium: Requires workflow automation tools and integration with existing systems.

8. API Banking and Ecosystem Integration

- Problem: Lack of integration with third-party platforms limits customer convenience.
- Objective: Enable seamless integration with third-party platforms and fintechs.
- Solution Proposed: Open APIs for account management, payments, and loan processing.
- Features:
  - Open APIs for banking services.
  - Partnerships with fintechs and accounting tools.
  - Marketplace for small businesses to access services.
- Business Value:
  - Enhanced value proposition for customers.
  - New revenue streams for the bank.
  - Improved customer retention.
- Effort for Development:
  - High: Requires API development, third-party integrations, and marketplace setup.

9. Compliance and Regulatory Reporting

- Problem: Manual compliance processes are time-consuming and error-prone.
- Objective: Simplify compliance with banking regulations.
- Solution Proposed: Automated compliance and regulatory reporting system.
- Features:
    - Automated generation of regulatory reports (RBI, GST).
    - Audit trails for compliance audits.
    - Real-time monitoring for AML and KYC compliance.
- Business Value:
    - Reduced compliance risks.
    - Streamlined audit processes.
    - Improved regulatory adherence.
- Effort for Development:
    - Medium: Requires automation tools, integration with regulatory systems, and reporting dashboards.

Summary of Effort Levels

- High Effort: Digital Onboarding, Loan Processing, Fraud Detection, API Banking.
- Medium Effort: Document Management, Customer Support, Financial Insights, Back-Office Automation, Compliance Reporting.

Conclusion

AI adoption in small finance banks is critical for efficiency, security, and customer engagement. By leveraging digital onboarding, AI-driven lending, fraud detection, and automation, SFBs can scale operations, reduce costs, and improve service quality. Strategic AI investments will position SFBs for long-term success in India's evolving financial landscape.