

Insideview

Finding the Right AI Approach for the German Savings Banks

INTERVIEW WITH MARTIN WALDMANN

Generative AI is a game changer – also in the financial sector. Institutions and their IT service providers need to consider carefully: Which AI approach will enable them to implement optimal solutions for themselves and their customers in this highly regulated environment?

How did Finanz Informatik, as the savings banks' digitalization partner, proceed here?

As the savings banks' digitalization partner, we aim to digitalize processes and workflows in the savings banks, which are currently only partially automatized, in a customer-centric and practice-oriented manner. Generative AI offers new opportunities, whereby deep integration and access to data are crucial for increasing efficiency and offering new solutions with AI.

Can this be achieved with AI solutions from the cloud?

Today's general-purpose AI models are focused on the consumer market and are connected to a cloud infrastructure. The range of services provided is enormously. For the savings banks, we need more specific AI models that have been additionally trained with savings bank data and are tailored to their needs.

How did you proceed here?

As the savings banks' digitalization partner, we already supply all banking solutions centrally today – from design and development to operations. As a result, we have established a market leading expertise and a scalable infrastructure. Our AI strategy for the savings banks builds upon that and relies on powerful pre-trained open source AI models from Meta and Mistral, which we train with the savings banks' data in our own data centers to create a "savings bank AI model".



Martin Waldmann
Executive Director
Finanz Informatik

What are the advantages of this approach?

We can tailor our AI solutions precisely to the needs of the savings banks and their customers. Thanks to the deep integration of the "savings bank AI model" into our IT platform, we can seamlessly integrate AI solutions into the existing and future business processes. This applies to stationary sales as well as digital channels and service centers.

In the next quarter, we will also provide the savings banks' employees with the "S-KIPilot", which supports the classic generative AI functions and can successively access the savings banks' data via interfaces.

Does this approach offer further advantages?

The "S-KIPilot" is based on our specific "savings bank AI model" and is fully operated in our own data centers. This ensures a high level of

data protection and information security because no customer or contract data is transferred to any cloud. We also retain full control over the AI's behavior – this allows us to better understand results and reduce "hallucinations" to a minimum. We have currently integrated different open source AI models from two providers in our AI platform which we actuate in a controlled manner. This allows us to reduce the dependency on single providers or AI models.

Where do you see the benefits of generative AI for savings banks in the future?

With our "savings bank AI model" and the deep integration into our IT platform, we can link the savings banks' data and information intelligently. In this, we see outstanding potential, which we want to use to further increase efficiency and customer satisfaction for the savings banks.

Thank you for this interesting conversation.