

AI-native Servicing for Banking and Lending

Flyer



Modernizing customer servicing without increasing risk or headcount.

Most financial institutions have invested heavily in digital channels, workflow automation, and servicing technologies. Yet servicing remains fragmented. Customer requests often require multiple handoffs, manual effort, and coordination across systems, policies, and teams before they can be resolved.

Hexaware's **AI-native servicing for banking and lending** moves beyond task automation to orchestrate and resolve servicing journeys end-to-end. Powered by Agentverse™ (our agentic AI ecosystem), workflow orchestration, intelligent automation, system execution, and human oversight, it helps institutions deliver faster, more consistent outcomes across every customer interaction.

How It Works

Hexaware's AI-native servicing solution integrates into your existing systems, combining modular AI loan servicing capabilities to address real-world challenges:

AI Customer Service for Banks:



Engage customers across voice, chat, email, and digital channels.

Workflow Orchestration:



Automate multi-step servicing workflows, from document processing to borrower assistance.

Policy Intelligence:



Ensure compliance with real-time policy interpretation and decision-making.

System Integration:



Seamlessly connect with your CRM, digital loan servicing systems, payment systems, and case management tools.

Human Oversight:



Infuse AI with human-in-the-loop controls to ensure compliance, traceability, and operational safety.

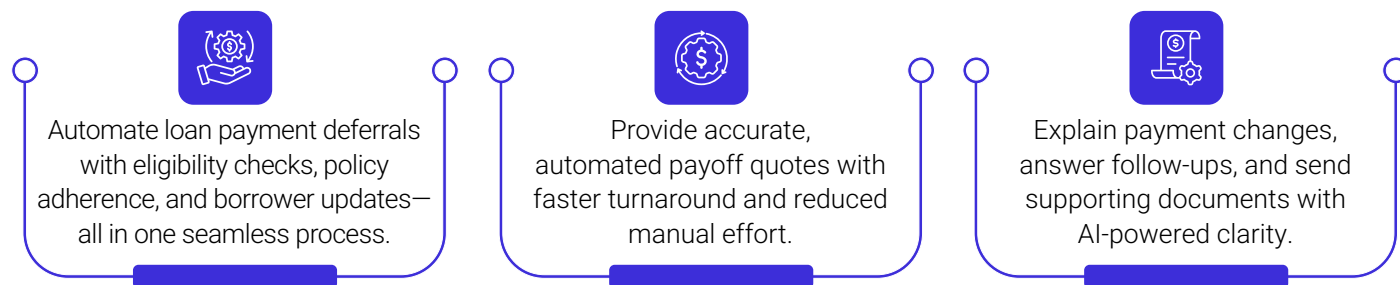
Challenges Solved

We help financial institutions tackle key challenges, such as:

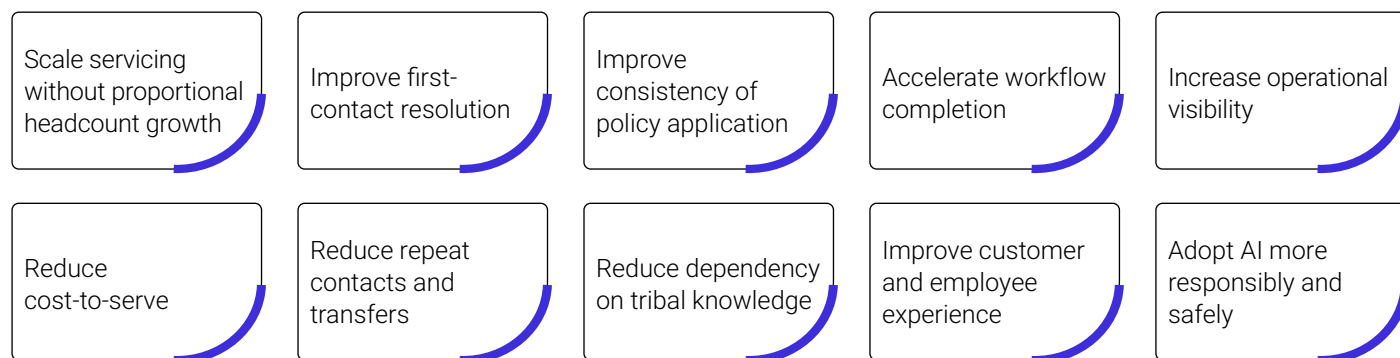
- High cost-to-serve due to manual workflows.
- Slow resolution times and repeated customer contacts.
- Escalations from payment posting errors or disputes.
- Delayed lien/insurance tracking and compliance-sensitive notifications.
- Missed early warning signs for delinquency, impacting recovery efforts.

[Turn the page. See what this unlocks for you. >](#)

Example Use Cases



Key Benefits



What's more? Our solution offers scalable deployment without replacing your existing servicing systems.

Why Choose Hexaware?

Built for Resolution, Not Just Automation

Unlike standalone tools or one-time implementation projects, Hexaware's solution is designed to redesign, implement, and continuously optimize how customer servicing gets resolved.

- Modular, scalable technology anchored by Agentverse™.
- AI-powered compliance with full traceability and audit readiness.
- End-to-end transformation with ongoing optimization and business value realization.

Ideal for:

Specialty lenders

Credit unions

Regional and community banks

Retirement and wealth servicing organizations

Ready to transform your servicing operations?

Move beyond fragmented banking automation solutions with AI-native servicing built to reduce costs, improve customer and member experiences, and scale resolution capacity across banking and lending—without disrupting your existing systems. Contact us at marketing@hexaware.com or visit <https://hexaware.com/industries/banking/>.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With offices across the world, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.