

BizAI Use Case: Customer Records Document Digitization

INDUSTRY

Banking / Financial Services - Caribbean Region

ORGANIZATION

Orco Group (holding company) and its member bank Aruba Bank, needed to process large volumes of physical and unstructured documents post-acquisition of another bank.

PROCESS AREA

Document processing, digitization, categorization, and ingestion of unstructured paper files and other document formats.

01

Challenge

Following the strategic acquisition of CIBC FirstCaribbean customers, Aruba Bank faced a surge in paper-based customer files, loan agreements, and collateral documents.

Challenges included:

- Hundreds of thousands of unstructured, physical documents needing digitization, classification, and metadata capture on a tight deadline.
- Manual processes that were labor-intensive, error-prone, and costly—especially due to physical storage limitations on the island.
- The need to integrate legacy archive documents into core digital systems quickly, without disrupting operations.- to enable complete or accurate customer profiles (CIF)



Read the full case study on our implementation with Orco Group

02

Fisent BizAI Solution

Fisent BizAI an Applied GenAI Process Automation solution, was deployed to automate the document intake and processing pipeline.

Key implementation elements:



Configured to ingest bulk scanned/digital documents (PDFs, images), automatically classify them, index records, and extract structured metadata and key fields.



Integrated seamlessly with Aruba Bank's existing IT infrastructure—no major system overhauls required.



Enabled high-volume throughput of up to 10,000 unstructured documents per day, accelerating ingestion timelines and improving operational efficiency.



Delivered structured document data directly into downstream systems—enhancing data visibility and accuracy.

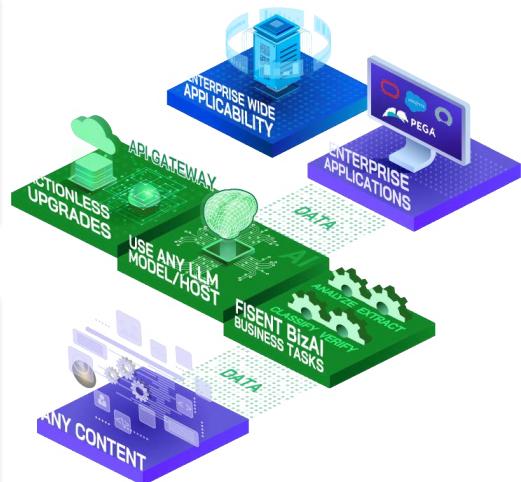
Business Outcomes

Metric	Pre-Automation	Post-Automation
Error rate in document processing	High (manual processing)	~90% reduction in errors (where did we get this metric?)
Processing speed / volume	Manual backlog and slow throughput	>70% faster processing; ~10,000 documents/day
Customer data accessibility	Siloed legacy files; frequent customer document re-requests	Structured, searchable data and fewer customer follow-ups, complete and accurate CIF and customer profiles
Legacy archive remediation	Costly physical storage and underutilized data	Expanded pipeline of automation use cases across business units
Compliance & audit readiness	Manual reports	Real-time traceability

Key Benefits

1 Accelerated document ingestion and processing timelines to meet strict acquisition-integration deadlines.

2 Significantly reduced manual error rates and physical document handling costs.



3 Operational teams (~5 FTE's) saved 6-7 months of effort and were freed from repetitive, low-value tasks to focus on higher-impact work.

4 Established a scalable framework for applying GenAI to additional legacy data and business processes across Orco Group.

Conclusion

Orco Group's deployment of Fisent BizAI demonstrates how Applied GenAI can transform unstructured, document-heavy processes into efficient, high-throughput digital workflows. The solution enabled Aruba Bank to accelerate post-acquisition integration, reduce risk and cost, and lay the foundation for scalable, enterprise-wide automation initiatives.