

## 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.

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## 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)

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## 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.



Read the full case study on  
our implementation with Orco  
Group



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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

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Key Benefits

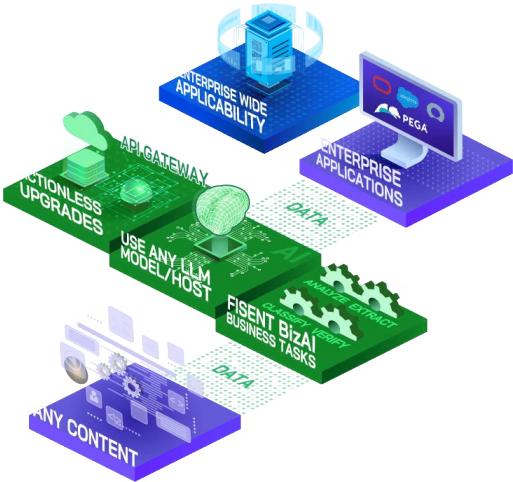
- 1

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.



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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.