aveni detect

OMNI-CHANNEL QA · FOR FINANCIAL SERVICES

Complete visibility across every interaction, every channel, every risk.

Assess every customer interaction across every channel with financial-services-specific AI built for the way regulated firms actually operate — voice, digital, document and case-based workflows, in one intelligent platform.

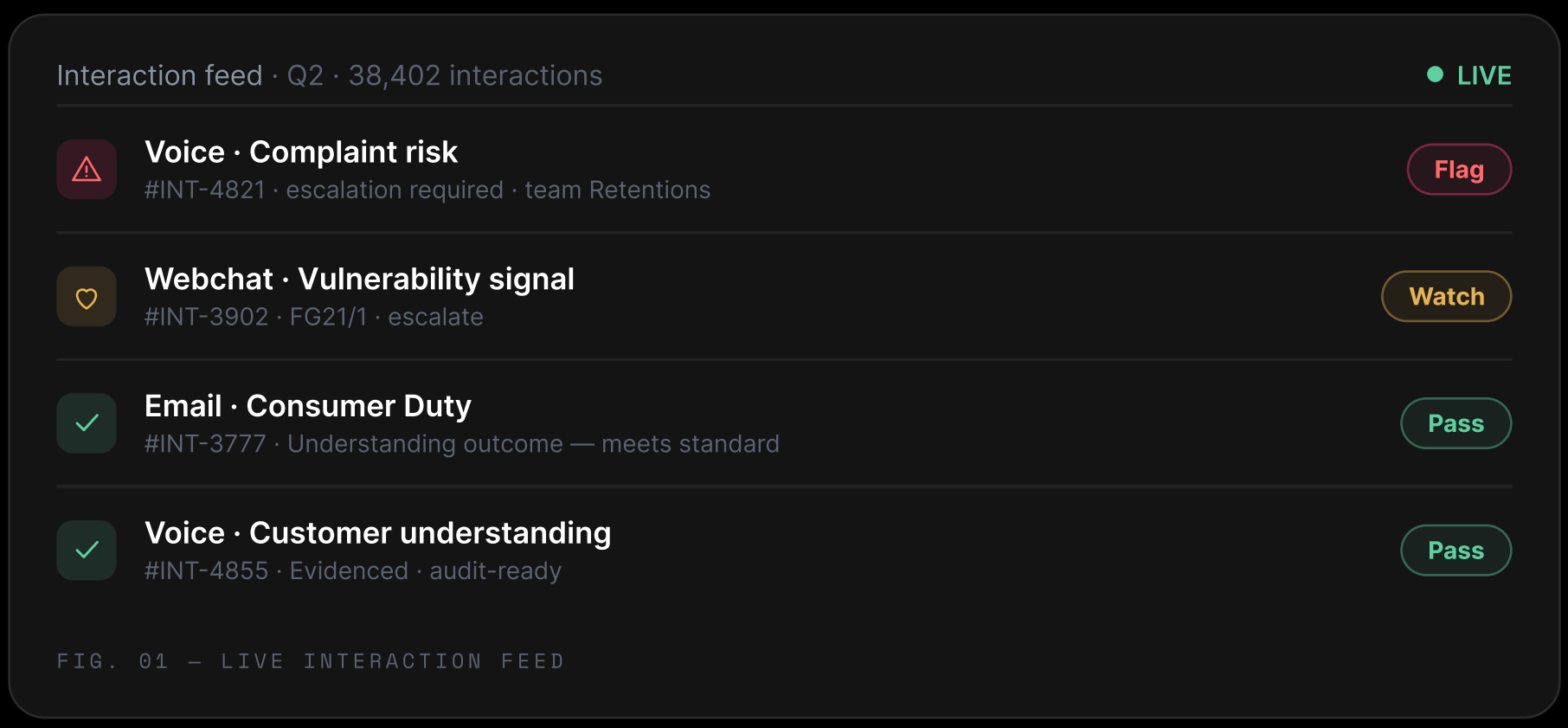


FIG. 01 — LIVE INTERACTION FEED

100%
Coverage across every channel

6x
Faster QA assessments

182K+
High-risk interactions surfaced

17.6M
Risks identified by Detect

*data as off May 2026

WHAT AVENI DETECT DOES

Every customer interaction. One platform to monitor it all.

Aveni Detect uses financial-services-specific AI to monitor, assess and act on every customer interaction at scale — across voice, digital, document and case-based workflows. Whatever channels your customers use, Detect gives your QA and compliance teams consistent, auditable oversight across all of them: one platform, one intelligent workflow, built exclusively for regulated financial services and designed around the obligations that matter most.

Case Assessment

Assess every customer interaction as one complete case across every channel, using AI built specifically for financial services.

Consumer Duty

Evidence good outcomes for every customer, across their entire journey, not just a sample.

Automated QA & Risk Detection

Automatically QA interactions, generate reporting, and detect vulnerability and conduct risk, all from every transcript and document, no manual review required.

Customer Vulnerability

Identify vulnerability across 100% of interactions. Embed the FCA FG21/1 framework into your processes.

Performance & Coaching

Identify where advisers are struggling and track performance over time. Support targeted development with actionable reporting insights.

Customer Experience

Automatically surface expressions of dissatisfaction and complaints in real time, so your team can respond faster and stop issues before they escalate.

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CONSISTENT OVERSIGHT

The same standard, every case. A fraction of the cost.

For many financial services firms, the challenge isn't document review, it's achieving consistent, auditable oversight across high volumes of customer interactions, across multiple channels, with the same rigour as a manual QA team but at a fraction of the cost. Whether interactions happen over the phone, in writing or through digital channels, Detect brings them into a single, consistent compliance workflow.

- ✓ Assess interactions across voice, written and digital channels in one place
- ✓ Apply consistent QA and Consumer Duty frameworks across your full interaction estate
- ✓ Understand customer journeys across all touchpoints rather than in isolation
- ✓ Maintain consistent oversight regardless of channel or team

15 min

A QA assessment that used to take **90 minutes** per case now takes 15 minutes using Aveni Detect.

6× FASTER THAN MANUAL REVIEW

01

Case Configuration

Build case structures that reflect your business processes. Detect automatically classifies and maps interactions and files to the correct cases, reducing manual setup and ensuring consistent reviews at scale.

02

Machine Assessment of Every Interaction

Every call and interaction is assessed through FinLLM to identify risk, vulnerability, compliance and more across your full channel estate, automatically.

03

Automatic Selection

A unique selection algorithm allocates interactions to your QA team based on customer experience, adviser performance and risk, ensuring effort is always focused on the highest-risk cases.

04

Rapid Navigation

All interaction attributes are presented in a clear navigation workflow, so assessors move through reviews efficiently and confidently.

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ASSURANCE AT SCALE

Consumer Duty assurance **across every channel**

Meeting Consumer Duty obligations consistently across every customer channel isn't achievable through manual sampling. Detect gives compliance and QA teams the coverage, consistency and audit trail needed to demonstrate good outcomes under FCA FG22/5, across every interaction — automatically assessing whether customers received clear, fair and not misleading communications across every touchpoint.

Automatically identify...

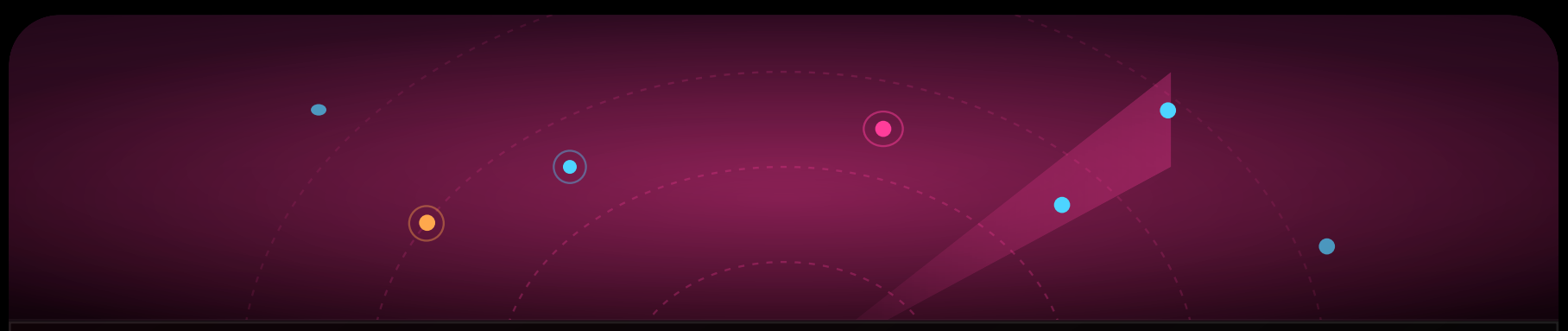
- ⚠ Expressions of dissatisfaction or confusion
- ⚠ Gaps in customer understanding or agent explanations
- ⚠ Vulnerability indicators (FCA FG21/1)
- ⚠ Inconsistencies between what was communicated and documented
- ⚠ Conduct risks and complaints requiring escalation

Consumer Duty Oversight

Embed FCA FG22/5 Consumer Duty requirements directly into your QA framework. Monitor outcomes systematically and maintain evidence for the regulator across your full interaction estate.

Vulnerability Detection

Identify vulnerability signals across customer interactions. Move beyond sample-based monitoring and embed the FCA FG21/1 framework into every review.



From sampling to full-estate coverage



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EVIDENCE, AUDIT & INSIGHT

Explainable outcomes, a verifiable trail, and insights you can **act on**

Every assessment is backed by evidence across every interaction and every case, ready for the regulator, the board, and to drive proactive action across your agent and adviser population.

Sample assessment #INT-4855 · audit-ready

Customer asked twice about exit fees — adviser explanation **matched documentation**	Evidenced
No vulnerability indicators detected across the interaction **(FG21/1)**	Pass
Understanding outcome **meets Consumer Duty standard** (FG22/5)	Pass

Auditable Outputs

Every assessment outcome is explainable and backed by evidence, ready for regulatory review or internal governance.

Evidence & Audit Trail

Detect creates a verifiable audit trail across every interaction and every case, capturing assessment outcomes, decisions and supporting evidence in one place. Retrieve clear, structured evidence for the regulator quickly and confidently, without manual reconstruction.

Data-Driven Insights

Surface trends in risk across your agent and adviser population. Identify where specific products, communication practices or individuals are generating recurring compliance issues, so your compliance function can take targeted, proactive action rather than responding interaction by interaction.

Compared to Human Assessments, the time taken to complete an assessment has reduced by 75%.

Happier customers, stronger teams, and growing revenue.

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POWERED BY FINLLM

Our approach is unique. Our scientists are **global leaders.**

Detect is powered by FinLLM, The UK's first financial-services-specific language model intelligence layer. Unlike general-purpose models, FinLLM is purpose-built for the language, risk signals and regulatory context specific to regulated financial services — outperforming general-purpose models on the assessments that matter most.

Built for financial services

Trained on financial-services data and regulatory frameworks. It understands the obligations your teams work to — Consumer Duty, SM&CR and FCA vulnerability guidance — not a generic model adapted for compliance.

Problem-first approach

Your customers, culture, products and processes create a unique data footprint. We start with your specific challenges, then Detect uses your data and QA frameworks to deliver results that far outperform off-the-shelf tools.

Omni-channel by design

Built to handle the complexity of multi-channel financial-services operations, bringing voice, digital and document interactions into one consistent compliance workflow.

Automated workflows

We replace manual, random sampling with automated selection algorithms — whether selecting the right interactions for QA or the best coaching opportunities for agents. No time wasted on the wrong interactions.

Continuous learning

Detect takes input from all users to continually tune models and improve performance, creating material competitive advantage over the long term.

Human+

The real power of AI in compliance is enabling people to perform better. Detect automates low-value tasks and augments high-value decision-making so your teams perform at their best.

7+ Years, Built With the UK's Leading Firms

Built on more than 7 years of proprietary data from UK financial services compliance, including financial conversations, advice journeys and compliance decisions, in partnership with some of the UK's leading FS firms. It's a foundation that's both rare and extremely difficult to recreate.

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See Detect in action

Book a demo and we'll show you how Detect works against your own interactions, frameworks and obligations.

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