

The central nervous system of a scalable advice process

Meet Consumer Duty regulation, reduce cost to serve and drive adviser performance with Aveni Detect

Delivery of human-centred advice is changing. Under Consumer Duty, there's a growing requirement to demonstrate to the regulator exactly how advice is being delivered and understood by clients. Now, more than ever, firms need to record meetings to provide this evidence.

For advisers that already use VC or record calls and in-person meetings, Aveni Detect can unlock a new paradigm of efficiency and automation. Our platform combines the latest advances in machine learning with human intelligence to analyse every call for unparalleled risk oversight whilst reducing cost to serve through automation. Aveni Detect gives you a true understanding of your clients and their outcomes enabling high quality advice at scale as well as driving new, engaging coaching experiences for improved adviser performance.



Advice at scale

Significantly reduce costs to serve and provide advice at scale by removing low value admin and automating the advice process end-to-end.



Reduce risk

Comprehensive preventative control. Protect company reputation by providing systematic evidence for the regulator via increased coverage.



Manage consumer duty

Put your clients at the heart of your business operations, ensure that every customer has the outcome they deserve.



Boost productivity

Increase Quality Assurance efficiency with machine assessment and automatic triage of your highest risk interactions. Let human assessors focus on the riskiest calls leading for faster remedial action.



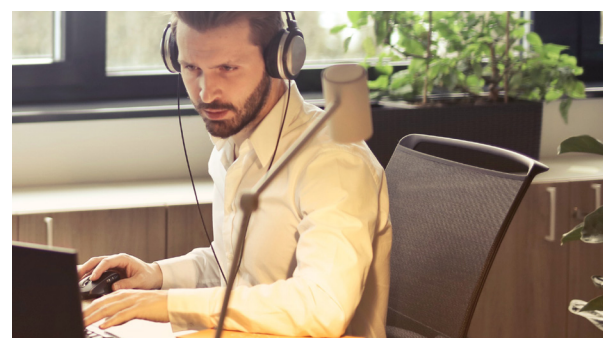
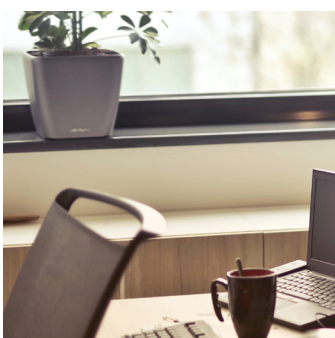
Drive performance

Machine-driven, self-serve insights feed directly back to advisers, powering more engaging coaching and learning opportunities to boost performance.



Deploy quickly

Get up and running fast with a solution that's simple to implement and trained on your data to solve your specific challenges.





Consumer Duty: the impact

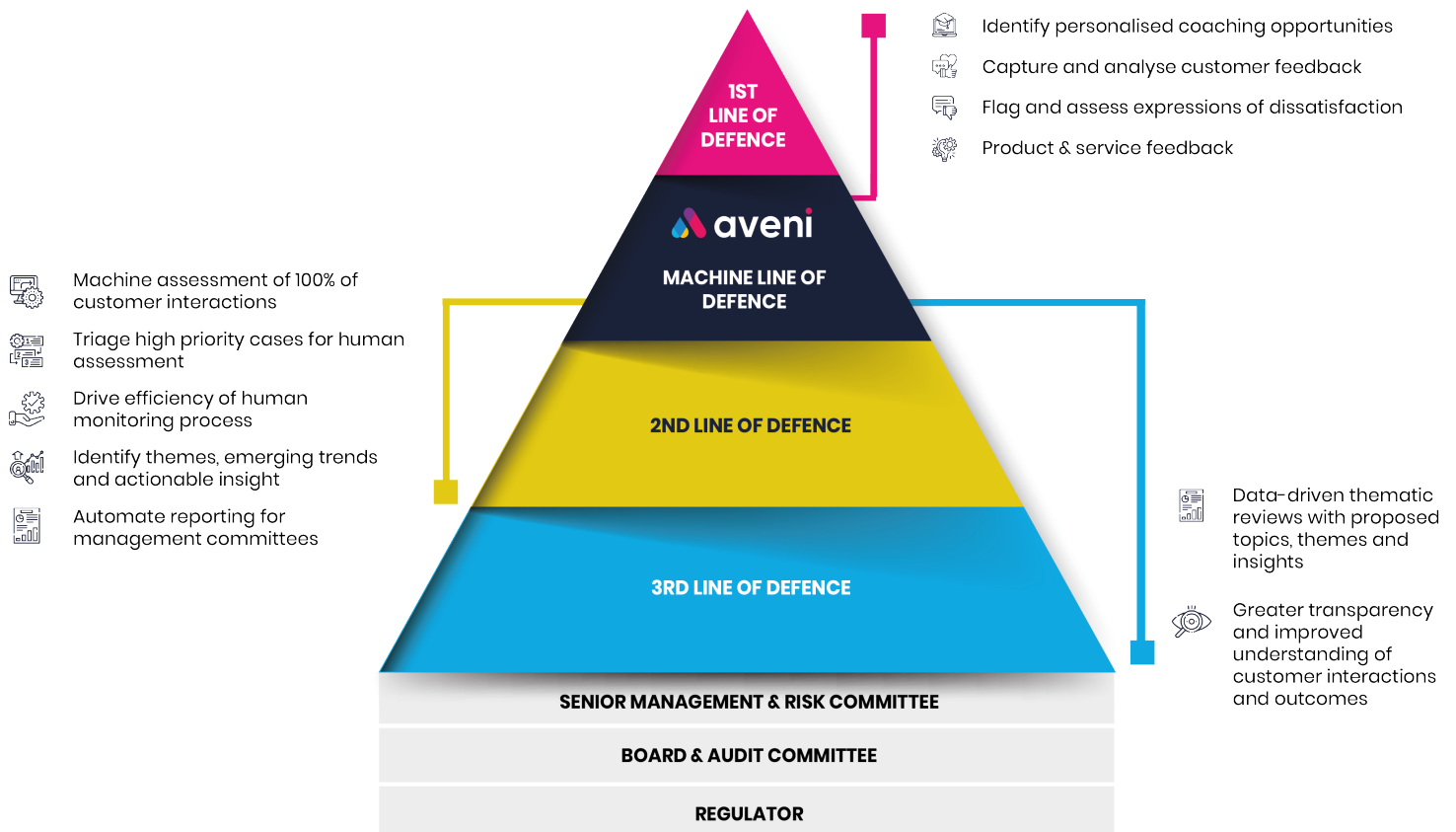
Don't tell me, show me

The FCA's Consumer Duty guidance represents a fundamental shift away from person-centric supervision to data-first evidence. The onus has shifted from being on the FCA to prove poor outcomes to one where firms **must provide evidence** that they are delivering good outcomes for their customers.

The guidance will have a significant impact on firms' day-to-day operations, culture and embedded processes, requiring:

- Stricter conduct rules for senior management
- Greater executive oversight
- Better monitoring and coverage of customer interactions
- Significantly improved complaints handling processes
- Enhanced identification and handling of vulnerable customers

Introducing Aveni Detect Your Machine Line of Defence



Auto QA: Human-informed automation at its best

Aveni is the only speech-driven solution on the market that focuses exclusively on machine automation of the QA process using your company's specific QA forms and terminology to ensure the proposition is tailored to your risk and compliance requirements.

Auto QA of all your customer interactions means you can meet Consumer Duty requirements across several key areas:

Boost efficiency and achieve 100% coverage

Monitor and analyse 100% of your customer interactions and significantly improve QA efficiency with machine assessment and automatic triage your highest risk interactions. It means your human assessors can focus on the riskiest calls leading to faster remedial action.

Reduce conduct risk and create more engaging coaching opportunities

Immediately identify conduct or script adherence risks across all calls and create personalised coaching opportunities for advisers and other customer-facing staff.

Improve complaints handling

Machine assessment of all customer interactions to identify, flag and triage highest risk calls for assessment. Capture all complaints and expression of dissatisfaction, understand the reasons behind them and provide actionable outcomes and evidence for remedial activity.

Drive consumers insight

Get to know your customers better. Understand their preferences and what leads to the best outcomes for them.

Data-first evidence for regulator

Provide quantitative evidence for the regulator and demonstrate improved understanding of customer outcomes, the factors that affect them over time and what remedial action has been taken.

Enhanced executive oversight

Access a Board-level Consumer Duty dashboard demonstrating how the firm is monitoring and handling important aspects of the customer journey to ensure the best customer outcomes.

Elevate consumer understanding

Uncover what forms of communications and channels lead to the best consumer understanding of your products and services.

Customer vulnerability

Aveni has embedded the FCA's guidance on the Fair Treatment of Vulnerable Customers into its platform. We monitor and flag potential customer vulnerabilities according to the FCA's categories, provide you with a better understanding of how vulnerable customer requirements change over time driving service and product improvements.



Consumer Duty: Free Aveni Diagnostic

Use Aveni Detect to uncover the gaps in your data.

See how Aveni Detect can help you meet your Consumer Duty requirements by identifying where the gaps are in your data, business process and control framework.

Get in touch with our team to discuss: hello@aveni.ai