

FREE Proof of Value

Trial Aveni's Machine Line of Defence™

Quickly understand the gaps in your processes and control framework

This free Proof of Value is your opportunity to test our platform with your data and better understand the value of AI-driven quality assurance. Take the guess-work out of compliance by comparing assessment of your customer calls today to FCA expectations under tightening Consumer Duty regulations.

Get answers to critical questions like:

- Are there discrepancies between our customer interactions and what is recorded in our CRM?
- Are we capturing and taking action on expressions of dissatisfaction and complaints?
- Have we missed any customer vulnerabilities?
- How can machine assessment help our business?

How does it work?



Your Proof of Value Options



01 Call Data and CRM

Process up to 1,000 calls through Aveni Detect alongside relevant CRM fields if available. We run your customer calls through our Machine Line of Defence™ models to demonstrate complaints, expressions of dissatisfaction and vulnerabilities direct from the call. Review findings against relevant CRM classifications as an indication of robustness of existing framework.



02 Machine Line of Defence™

Wondering how your QA process can benefit from automation? Let us show you how to make the switch to automated coverage that meets Consumer Duty requirements. We'll take a look at all of your customer calls and give you helpful tips on how machine-assessment can be implemented into existing processes for maximum efficiency!



InfoSec & Data Transfer

Data security is at the heart of our business operation. As a result, we're trusted with the data of some of the largest financial services firms in the UK.

We're ISO 27001 Compliant and a copy of our certification can be shared on request. In addition, we have a completed Information Security questionnaire through RiskLedger that is immediately available for review where required.

Data protection

For small discrete datasets, we typically find an NDA is sufficient to manage the limited data risks.

As a principle, data is not kept longer than is necessary to carry out the specified purposes. As a minimum, all data will be erased from our system on completion of the diagnostic unless otherwise agreed.

How do you transfer data?

For a proof of value, there are three options available to transfer your data:

- 01 Secure file upload (Audio/Metadata).** Your data can be uploaded directly to the Aveni Detect platform via our secure file uploader.
- 02 SFTP transfer.** Data is securely uploaded to a FTP server that Aveni can access to retrieve data and process.
- 03 Cloud to cloud storage.** If your audio and/or metadata are stored in the cloud, you can push data directly to Aveni's secure file storage (we use Amazon S3).