

Transforming Know Your Customer Workflows with AI Agents

Know Your Customer (KYC) processes are often slowed by manual document handling, fragmented workflows, and rising costs. ABBYY and IBM watsonx Orchestrate address these challenges with a joint solution that automates document processing, streamlines onboarding with AI agents, and provides real-time visibility—delivering faster, more accurate, and scalable KYC.

Proven Impact

Up to **70%**

reduction in document processing time

50%

fewer manual errors in KYC workflows



Onboarding timelines cut from days to hours



Increased case throughput and SLA adherence

Business Benefits



Accelerated Onboarding

Automate intake, validation, and routing—reducing time from days to hours.



Continuous Compliance

Real-time monitoring, audit trails, and built-in controls keep you ready for any regulatory review.



Improved Customer Experience

A smoother, more convenient onboarding experience reduces drop-off rates and increases customer satisfaction.



Lower Operational Costs

Cut down on manual labor, reduce errors, and scale without increasing headcount.



Smarter Decision-Making

Gain actionable insights with process analytics and exception alerts.



Future-Proof KYC Operations

Easily adapt to new compliance requirements and customer expectations.

The Solution

With ABBYY's pre-built KYC modules available in the IBM watsonx.ai Orchestrate Agent Catalog, the integration delivers:

Intelligent Document Processing

ABBYY Document AI extracts structured data from IDs, statements, and utility bills—even from low-quality mobile images and scans—capturing key fields like name, address, and date of birth.

Smart Workflow Orchestration

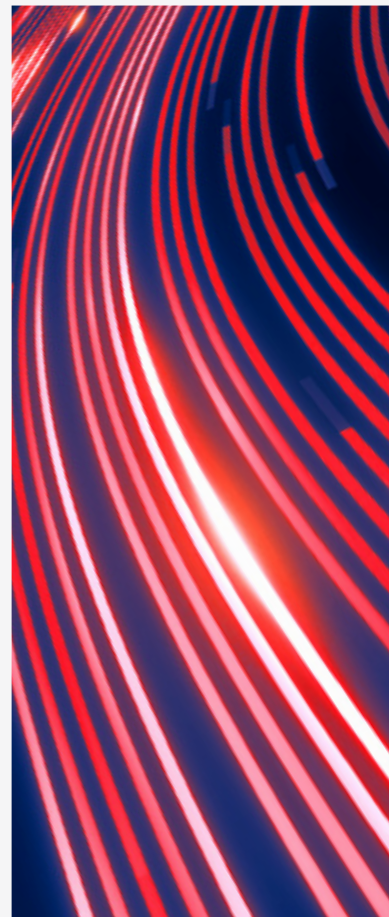
IBM watsonx.ai Orchestrate routes the extracted data into compliance systems, triggers checks, and manages next steps through AI agents—handling follow-ups, resubmissions, and approvals automatically.

Real-Time Process Intelligence

ABBYY Process AI continuously monitors the end-to-end KYC workflow. It detects bottlenecks, flags compliance drift, and triggers automated actions—keeping every case on track and within policy.

Seamless Integration with Existing Systems

The solution plugs into your current onboarding, CRM, and compliance tools—enabling unified, scalable KYC operations without disruption.



Together, ABBYY and IBM offer a new gold standard for KYC automation—built for regulated industries where trust, transparency and agility are non-negotiable. From initial document intake to ongoing risk monitoring, this integration empowers compliance teams to shift from reactive to proactive—without adding complexity.

Learn More

Contact us to get a personalized walkthrough and discover how ABBYY + IBM watsonx Orchestrate can help you deliver faster, smarter, and safer KYC.



For more information, please visit www.abbyy.com
If you have additional questions, contact your local ABBYY representative listed under www.abbyy.com/contacts.
© ABBYY 2025. ABBYY is a registered trademark or a trademark of ABBYY Development Inc. and/or its affiliates. This designation can also be logo, product, or company name (or part of any of the above) of ABBYY Development Inc. and/or its affiliates and may not be used without consent of their respective owners. All other product names and trademarks mentioned herein are the property of their respective owners.
DS-1279

abbyy.com