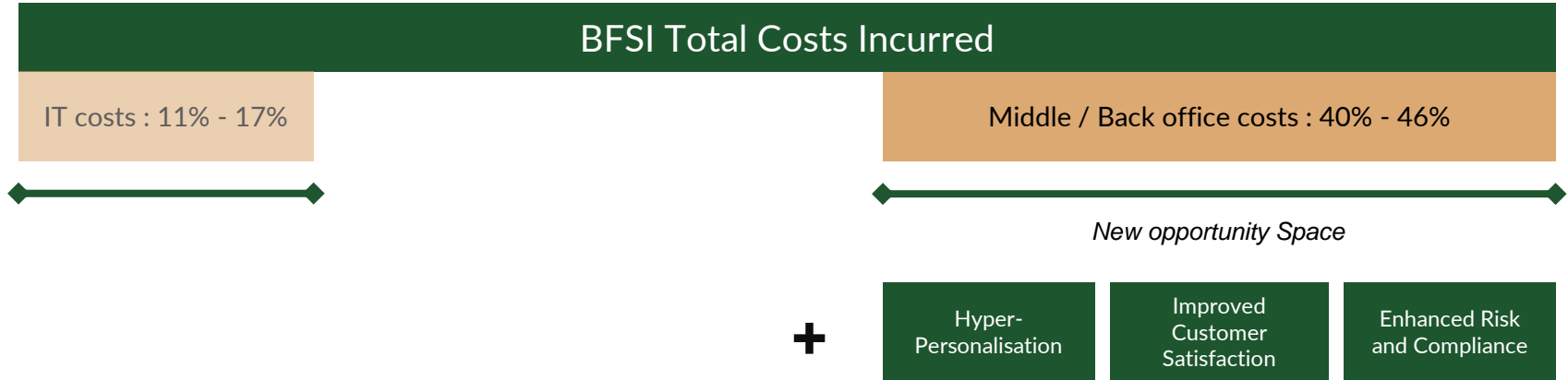




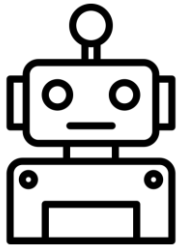
PURPLE FABRIC

The Multi-Agent AI Platform
for Enterprise Operations
Transformation

The TAM for Purple Fabric is enormous

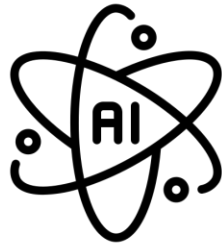


AI Expert Agents are the gig workers of the knowledge economy



Expert Agent

=



AI (LLM)

+



Memory

+



Tools

They form the base unit for operational transformation – a digital twin of operations specialists

IQ
(Intelligence Quotient)



Language understanding

Memory

Knowledge Synthesis

Reasoning

Reflection

EQ
(Emotional Quotient)



Contextual Awareness

Empathy

Adaptability

AQ
(Action Quotient)



Tool usage

e-mail

Calendar

Web search

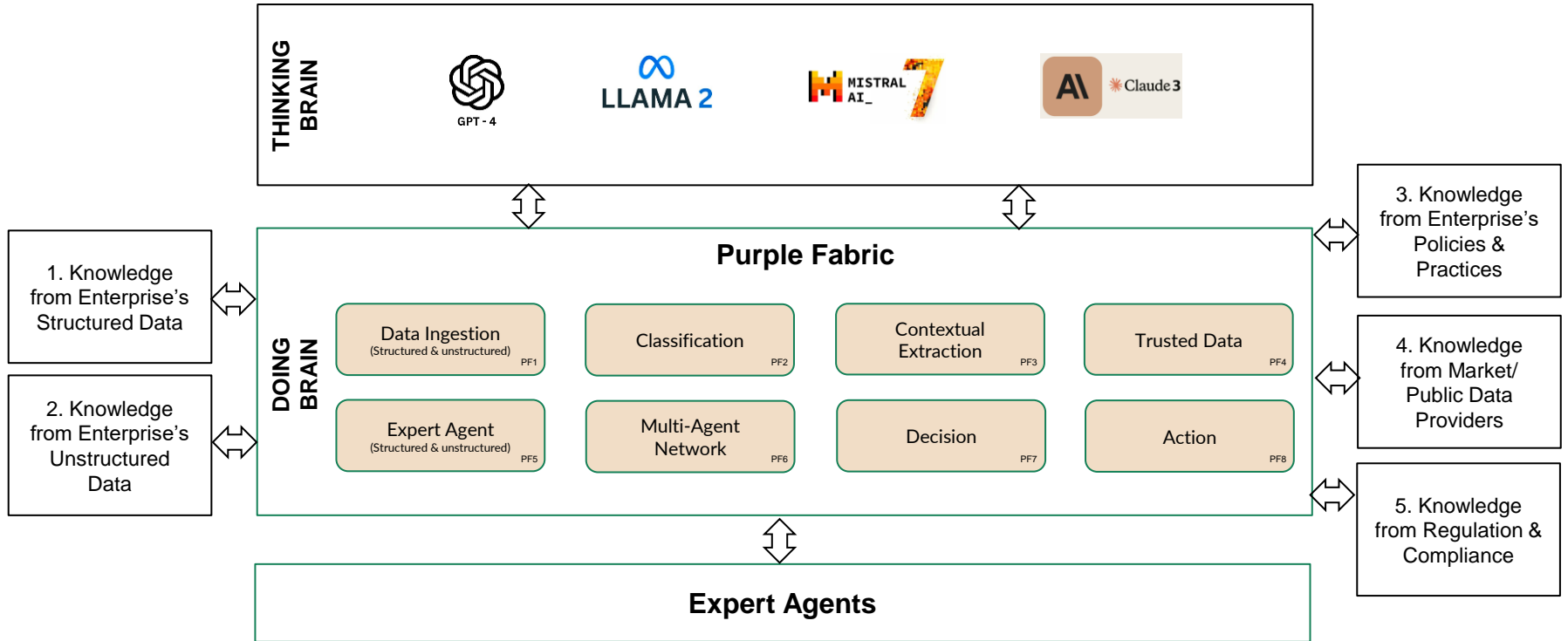
Calculator

Connectors

CRM...

Multi-agent Collaboration

Purple Fabric Leverages the best of **Thinking & Doing Brain** to deliver **Customer Desirability**





PURPLE FABRIC

Demo & Case Study:

CLAIMS INVESTIGATION

For a large financial service firm in UK

In production multi-agent system for claims investigation & redressal.

Complaints/Claims is a universal problem. The TAM for complaints in the UK itself is enormous.



My concern is that in a rush to reduce prices, many brands are pursuing false economies by cutting corners in the wrong places. As a result of failing to get things right first time, the cost of handling complaints has risen to a record £9.24 billion a month. To put that into perspective, that is more than the monthly wage bill for the whole NHS! A huge drain on British productivity and only compounding the rising price of goods and services.

Source: <https://www.instituteofcustomerservice.com/true-cost-of-complaints/>

Claims investigation (Wealth Advisory) is a slow and manual process, with <30% of cases being resolved within SLA timelines

10,000+

Active cases in 2024

+700 Receipts per week

50+ days

average time to close a claim

~130 cases closed a week

30% cases

Resolved within SLA timelines

Why is this such a difficult process?

Data gathering

- 10+ Systems to interact with and get dozens of entities extracted
- Many single sources of truth

Investigation

- No standardised rubric to determine result (Especially for Advice)
- Different regulations and policies apply to different Claims (Service)

Claims Report Creation

- Complexity and time to inference from document investigation, and the resulting report generation

Team & FTE*	Capacity/wk*	Yesterday	Process
CASE LOGGING (5-10 FTE)	~400	Manual	Complaint Details Extraction
		Digital	Logging
TRIAGE (5-10 FTE)	~400	Manual	Coordination
		Manual	Verification
Data Gathering (50-100 FTE)	~700	Manual	Classification
		Manual	Evidence Gathering (10+ systems)
Case Handling (100-150 FTE)	~200	Manual	Investigation
		Manual	Decision
		Manual	Report and Letter Generation

**This represents the average FTE for average capacity claims organisation for a wealth manager can process*

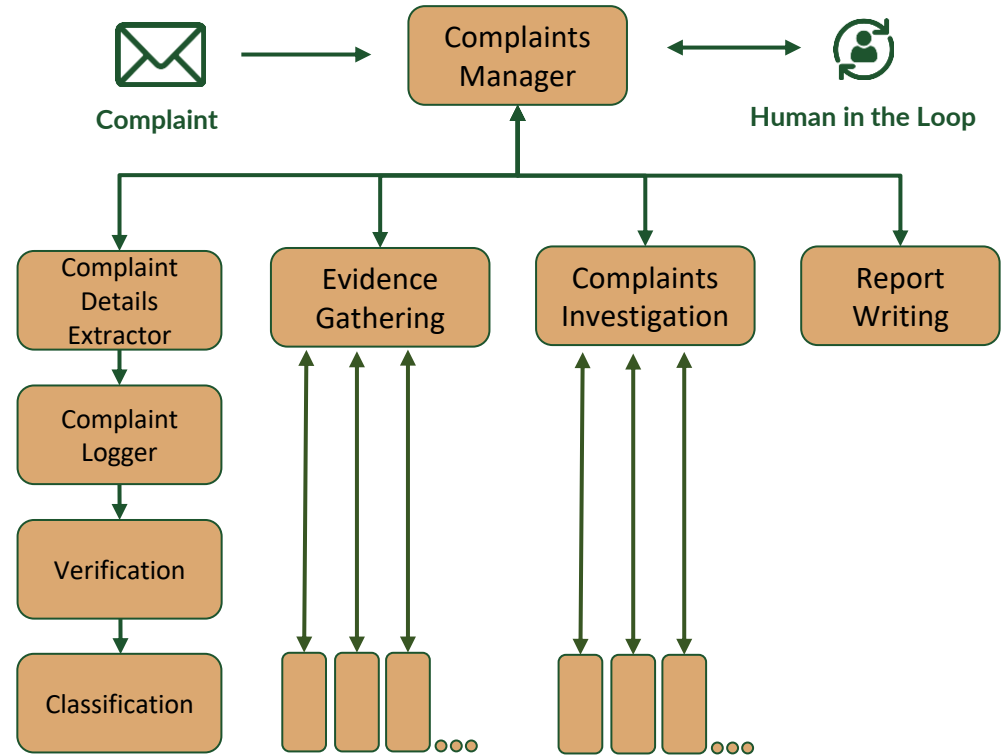


Team Structure of the Complaints Investigation Multi-Agent Solution

- 1) It tracks incoming complaints,
- 2) Understands and classifies them,
- 3) Creates a case dossier,
- 4) Runs a investigation, and
- 5) Adjudicates a decision with human in the loop

- 13+ Agents
- 6 LLMs from different providers

Collaborating together to achieve the highest possible accuracy at optimal cost





Team Structure of the Complaints Investigation Multi-Agent Solution

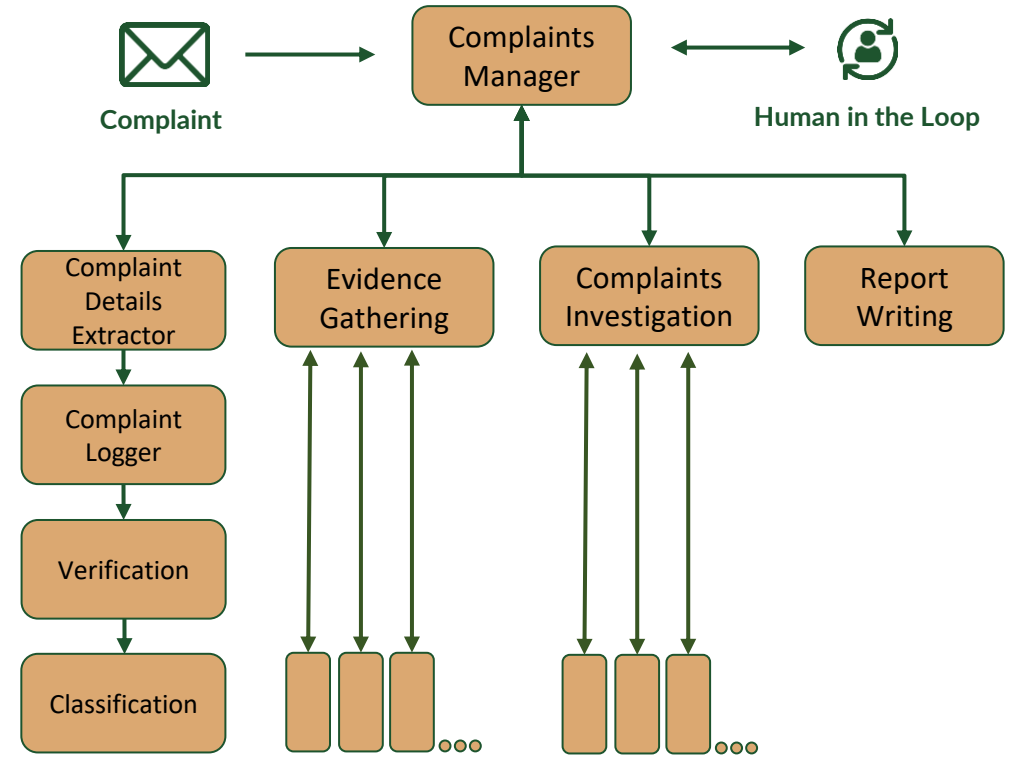
5 weeks



20 Minutes

↑ Customer Satisfaction

↑ Operational Efficiency



Target State Team & FTE	Target State Capacity/wk	Today	Process
CASE LOGGING 0	∞	AI Agent	Complaint Details Extraction
		AI Agent	Logging
TRIAGE 0	∞	AI Agent	Coordination
		AI Agent	Verification
Data Gathering 0	∞	AI Agent	Classification
		AI Agent	Evidence Gathering (10+ systems)
Case Handling (100-150 FTE)	10x	AI Agent	Investigation
		AI Agent	Decision Recommendation
		Manual	Decision
		AI Agent	Report and Letter Generation

And claims is just one example of operations transformation using multi-agent systems

Magic Submission

87%
Faster Intake

50%
Lower Cost

ESG EDGE: Non-Financial
Corporate Intelligence

50,000+ specialist years saved / year
9000 portfolio companies, 10 million+ documents

iAPX

98% Reduction
In duplicates & Discrepancies

80%+ increase
In Operational Efficiency

Trade Finance
Transaction Processing

50% reduction
in Processing time

85% increase
In Operational Efficiency

50% reduction
In cost of Trade Finance Processing



PURPLE FABRIC