Tailored IoT & BigData Sandboxes and Testbeds for Smart, Autonomous and Personalized Services in the European Finance and Insurance Services Ecosystem

D7.18 – Pilot Sites' Synergies and Collaboration - I

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Contributing Partners

Partner Acronym	Role[1]	Author(s)[2]
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ABILAB	Contributor	
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NOVA	Contributor	
NUIG	Contributor	
SIA	Contributor	
BOUN	Internal Reviewer	
INNOV	Internal Reviewer	
CCA	Quality Assurance	

[1] Lead Beneficiary, Contributor, Internal Reviewer, Quality Assurance

[2] Can be left void

Revision History

Version	Date	Partner(s)	Description
0.1	2021-10-01	UNP	ToC Version
0.2	2021-10-18	All Pilots	User Stories update
0.3	2021-11-16	UNP	Identification of synergies
0.4	2021-12-15	UNP	Synergy Analysis section
0.5	2021-12-20	UNP	Methodology section
0.6	2021-12-21	UNP	Introduction section
0.7	2021-12-22	UNP	Executive Summary and Conclusion section
0.8	2021-01-05	INNOV, BOUN and CCA	Internal Review and Quality Assurance
1.0	2022-01-10	UNP	Final Version for Submission

Executive Summary

This deliverable is the first version of the Pilot Sites' Synergies and Collaboration deliverable, the outcome of the work related to Task 7.7 of the INFINITECH project. The objective of this deliverable is to identify possible Pilot synergies in order to detect the same pattern of problems and/or situations between the Pilots. By identifying these synergies, it enables the Pilots to collaborate with each other, transmitting their knowledge and visions to overcome problems and/or situations that arise.

To identify synergies, it was necessary to analyse the User Stories that were established in Task 2.1 (Deliverable 2.1 and 2.2). The identification of these synergies is also very relevant to the work related to the entire WP7 and its respective deliverables, such as the collaboration between Pilots in solving problems and/or use of technologies.

The synergies listed in the document have been divided into categories. These categories were defined at the beginning of the project, whose order was maintained to divide the Pilots by these categories and by synergies.

In total, we have data from 17 Pilots, 2 of which have now terminated due to withdraw of leading beneficiary (BANKIA and LIB), namely Pilot 01 and Pilot 05a. Also, we have refinements to Pilot 03, but is still undergoing reshaping, so the synergies identified in that Pilot can change. Finally, Pilot 16 was added during the INFINITECH Project. With this total number of Pilots that originated a total of 111 User Stories, it was possible to extract 31 synergies, of which 22 are intra cluster, that is, from the same cluster, and 9 are inter cluster, that is, between different clusters.

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Abbreviations/Acronyms

Abbreviation	Definition
4AMLD	4th Anti Money Laundering Directive
AI	Artificial Intelligence
AML	Anti-Money Laundering
API	Application Programming Interface
BFM	Business Financial Management
CPU	Central Processing Unit
CRO	Chief Risk Officer
EO	End Office|Erasable Optical
ES	End System|Expert System
EU	European Union
FI	Financial Institution
FIU	Financial Intelligence Unit
GPS	Global Positioning System
IoT	Internet of Things
KPI	Key Performance Indicator
KYC	Know Your Customer
ML	Money Laundering
NLU	Natural Language Understanding
PAMLS	Platform for AML supervision
PSD	Payment Services Directive
SME	Small and Medium-Sized Enterprises
VaR	Value at Risk
VAT	Value Added Tax
VIN	Vehicle Identification Number
WP	Work Package

1 Introduction

This deliverable is the first version of the Pilot Sites' Synergies and Collaboration deliverable, which is the outcome of the work related to Task 7.7 of the INFINITECH project. We describe the methodology we developed to identify possible Pilot synergies. The synergy has the purpose to find Pilots that have a similar situation (User Story - reasons, goals) to overcome/improve them. Pilots included in the synergy can thus collaborate and share knowledge. The identified synergies are listed per Pilot; Pilots' changes (entries, termination and reshape) that occurred during the project are documented and the User Story list of the Task 2.1 is updated.

INFINITECH pilots are clustered in 5 clusters based on thematic relevance. The clusters are as follows:

- Cluster #1: "Smart and Reliable Scoring, Risk and Service Assessment", which include the Pilots:
  - Pilot 01 - Invoices Processing Platform for a more Sustainable Banking Industry
  - Pilot 02 - Real-time risk assessment in Investment Banking
  - Pilot 15 - Open Inter-Banking pilot
- Cluster #2: "Personalized Retail and Investment Banking Service", which include the Pilots:
  - Pilot 03 - Customer-Centric Analytics; End-to-End Personalized Services
  - Pilot 04 - Personalised Portfolio Management ("Why Private Banking cannot be for everyone?")
  - Pilot 05b - Business Financial Management (BFM) tools delivering a Smart Business Advise
  - Pilot 06 - Personalized Closed-Loop Investment Portfolio Management for Retail Customers
- Cluster #3: "Financial Crime and Fraud Detection", which include the Pilots:
  - Pilot 07 - Avoiding Financial Crimes
  - Pilot 08 - Platform for AML supervision (PAMLS)
  - Pilot 09 - Analysing Blockchain Transaction Graphs for Fraudulent Activities
  - Pilot 10 - Real-time cybersecurity analytics on financial transactions' data
  - Pilot 16 - Data analytics platform for AML supervision
- Cluster #4: "Personalized Usage Based Insurance Products", which include the Pilots:
  - Pilot 11 - Personalized insurance products based on IoT connected vehicles
  - Pilot 12 - Real World Data for Novel Health-Insurance products
- Cluster #5: "Configurable and Personalized Insurance Products", which include the Pilots:
  - Pilot 13 - Alternative and automated insurance risk selection and insurance product recommendation for SME's
  - Pilot 14 - Big Data and IoT for the Agricultural Insurance Industry

More information about the clusters and their Pilots can be found in the outcomes of the WP7, more concretely between D7.3 to D7.17. Each cluster has its own deliverable, each with 3 different versions during the project execution.

1.1 Objective of the Deliverable

This deliverable D7.18 is an output of Task 7.7 - *Pilots' Synergies and Collaboration, is the identification of synergies between the pilots, with emphasis on reusability of components and APIs as well as the sharing of datasets. In particular, emphasis will be paid on applying the customer-centric analytics approach to KYC and fraud detection. Likewise, experience and data sharing among pilots will be attempted, along with the use of the system to be developed in the Turkish Pilot as a service from other pilots with 4AMLD, financial crime and fraud detection components and the other 4AMLD pilots.".*

The objective of this deliverable is to identify possible synergies between Pilots, allowing easy access/discovery to other Pilots who are in a similar situation regarding, for example, the same goal or problem. And identification of potential collaborations or knowledge sharing related to similar situations. The 2nd version of this deliverable (D7.19) will provide clear feedback from the Pilots, related to each of the

identified synergies, and which collaboration activities were performed during the follow up of the meaningful identified synergies.

1.2 Insights from other Tasks and Deliverables

This deliverable takes into consideration:

- the outcomes of the T2.1 - *"User Stories and Analysis of Stakeholders' Requirements"*, the User Stories that were identified in this deliverable were used, so that synergies for the Pilots could be extracted.
- following WP7 tasks which is where Pilots have their tasks: the synergies that were identified in this deliverable will be used throughout the WP7, that is, the synergies will be used in the work of the Pilots, and they in turn may be implemented and reported in the deliverables of this WP.

1.2.1 Roadmap

The following figure depicts the roadmap of Task 7.7.

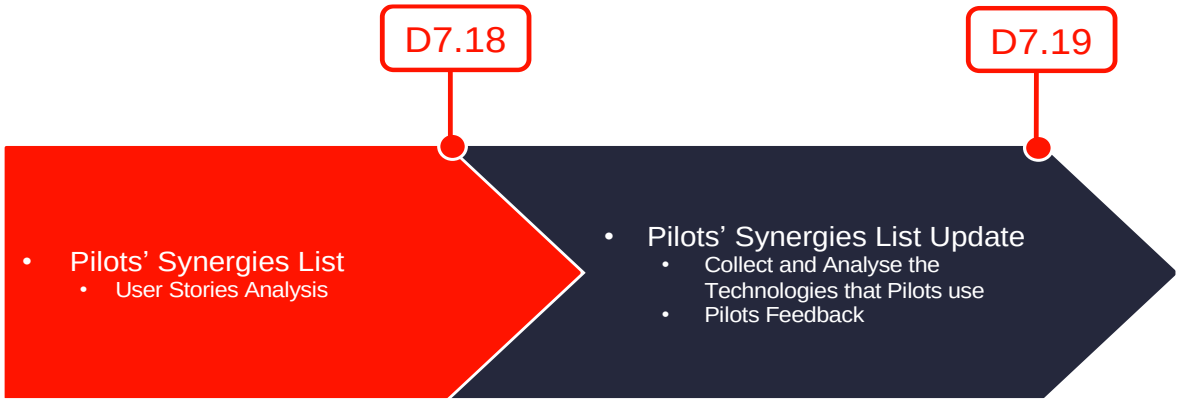

Figure 1 - Roadmap

The outcomes of Task 7.7 are deliverables 7.18 and 7.19. At this stage, the focus, D7.18, is the identification of possible synergies and collaboration of User Stories from the same cluster and between clusters. The next step, D7.19, is the synergies and collaboration of the technologies and components intra and inter cluster. To achieve this objective, it will be necessary to collect and analyse information about technologies/components and specifications from Pilots, outcomes of T7.2 to T7.6 and T2.3. And with the feedback from the Pilots, we have the validation of the identified synergies

1.3 Structure

This deliverable is composed of six main chapters:

1. **Introduction** (this section) identifies the objective of the deliverable, the relation to other tasks, and the future planning
2. **Chapter 2 – Methodology**: Refers to the approach that was taken to identify Synergies.
3. **Chapter 3 – Identified Synergies**: A Chapter containing a list of all Synergies.
4. **Chapter 4 – Synergy Analysis:** In this chapter is an analysis of synergies.
5. **Chapter 5 – Conclusion and Future Work**: Overall conclusions from the work accomplished so far on Tasks and the future work.
6. **Appendixes:** List of appendixes containing the list of Synergies and the list of User Stories renewed.

2 Methodology

This section describes the steps and process carried out to identify the Pilots' synergies as per Task 7.7, and its temporal evolutions over the Pilots' synergies and collaboration. The synergies focus on the User Story, outcomes of Task 2.1.

The identification and characterization of the User Stories from all INFINITECH stakeholders performed in Task 2.1 followed a well-defined methodology. This methodology was based on the Business Model Canvas[3][4], which is one of the most widely used models for the definition of Business Models. For this Task, we used only a sub-set of the Business Model Canvas, dedicated to the Value Proposition. Figure 2 shows this Value Proposition Canvas. The Value Proposition Canvas Methodology has the purpose to collect information and, in a very simple way, identify the User of the story, the reason behind the story, and its objective.

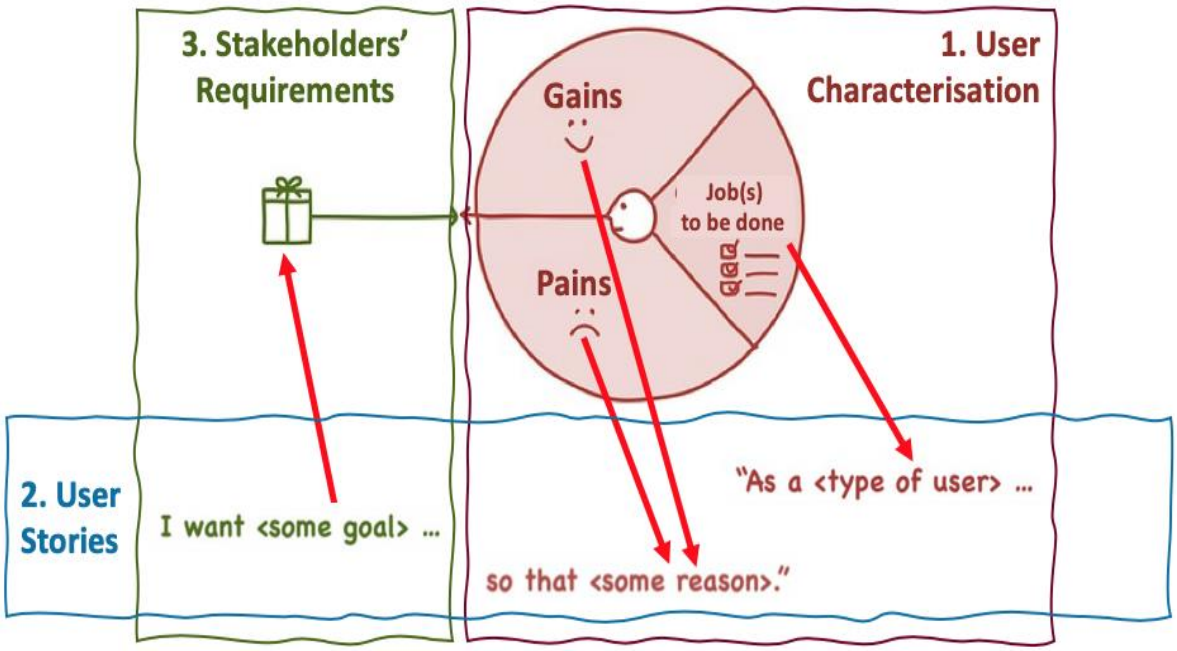

Figure 2 - Value Proposition Canvas Methodology

This methodology had the purpose to help the Pilots identify their objectives and the reasons behind these objectives, and how these could be achieved. For more detailed information, check deliverables D2.1/D2.2.

2.1 Synergies Identification Approach

The Figure 3 shows the methodology used to identify a possible list of synergies.

[3] Osterwalder, A. P. (2015). Value Proposition Design. New York: Wiley. Retrieved from Osterwalder, A., Pigneur, Y., Bernarda, G., Smith, A., & Papadakos, T. (2015). Value Proposition Design. New York: Wiley

[4] Osterwalder, A., & Pigneur, Y. (2013). Business Model Generation. Hoboken, NJ: Wiley

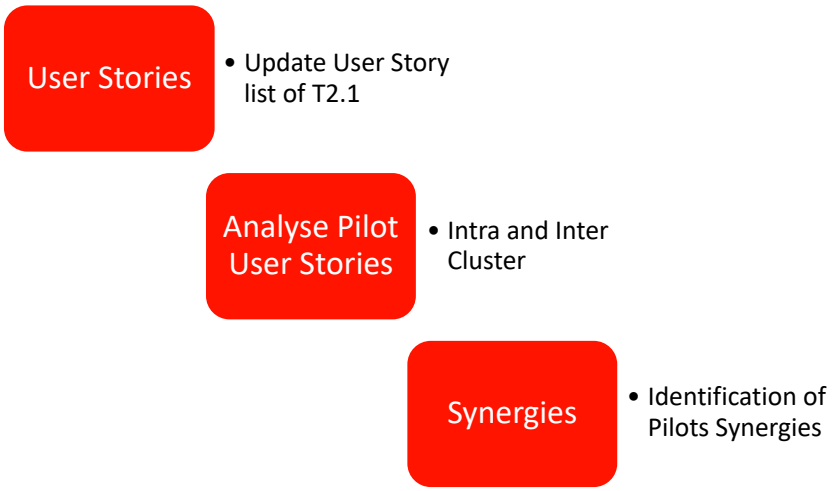

Figure 3 - Synergies Approach

The approach to identifying a possible list of synergies has the following steps:

- Take into consideration the work carried out in WP2, Task 2.1, which resulted in a list with all identified Pilots' User Stories.
- Update the Pilots' User Stories list due to the entry of a new Pilot in the INFINITECH project. Complete the list in Appendix B – List of User Stories.
- Analyse the User Stories list to detect the same pattern between Pilots from different points of view, intra and inter clusters Pilot. Starting the analysis at the same cluster (intra) and ending at the transversal (between clusters).
- Identify possible synergies based on the User Stories to promote the collaboration and sharing between Pilots.

To identify possible synergies, it must be taken into consideration the analyses of User Stories from different Pilots that share similar fundamentals/works/concepts over the level of goal, reasons, and type of user, per example:

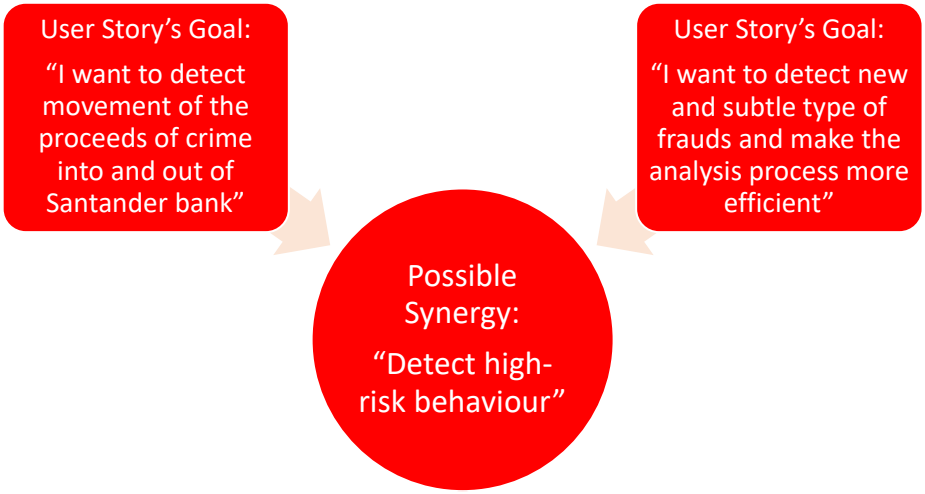

Figure 4 - Synergy example

The synergy identified in the example (Figure 4) shown by a circle has two User Stories with similar goals (in the rectangle). These User stories are respectively (left to right) from the Pilot 07 (Banco Santander) and Pilot 10 (Postale Italiane). Both Pilots belongs to the same cluster "Financial Crime and Fraud Detection".

3 Identified Synergies

This section presents the synergies identified due to the analysis of the Pilots' User Stories of WP2 (Task T2.1).

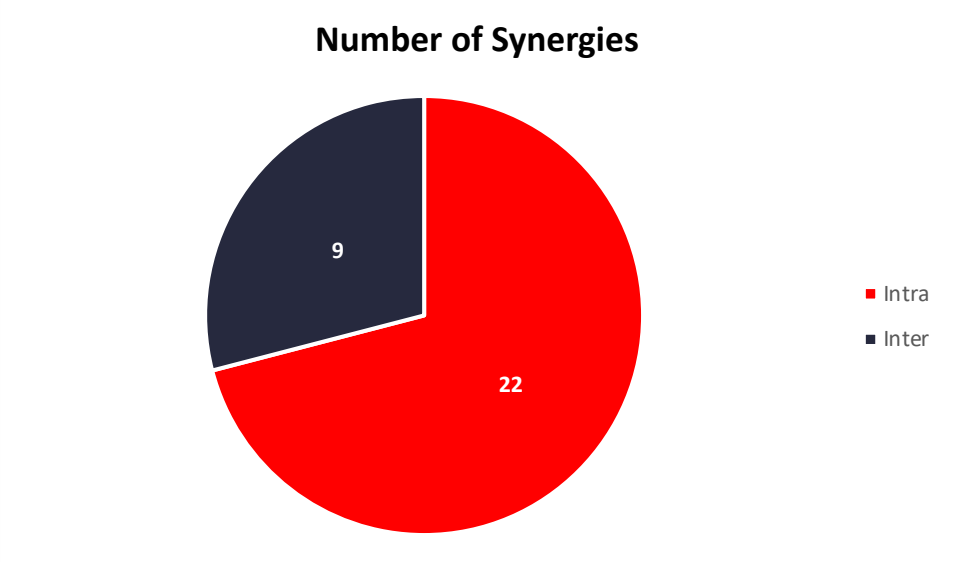

Figure 5 - Number of Synergies

Figure 5 shows the number of identified synergies; 22 are from Pilots of the same cluster and 9 are from different/transversal clusters.

This chapter lists all synergies, divided by clusters and by each Pilot. In the tables there will be repeated synergies, as each synergy has different Pilots. The clusters listed here were defined in the proposal; when the project started, the Pilots were already included by these clusters, so in this document the list of clusters is organized, as per how it was initially organized in the proposal, as well as in the division of Pilots. The clusters are:

- Configurable and Personalized Insurance Products
- Personalized Retail and Investments Banking Services
- Personalized Usage Based Insurance Products
- Financial Crime and Fraud Detection
- Smart and Reliable Scoring, Risk and Service Assessment

The full list of synergies is attached. (Appendix A – List of Synergies). The list has 4 columns. The "Synergy ID" is an integer identification number, starting at number one and ending at the total number of identified synergies (31), the "Synergy Description", "User Story ID" and "Pilot". The last two parameters are related to the User Story list, Task 2.1 (Appendix B – List of User Stories)

3.1 Configurable and Personalized Insurance Products

This chapter lists the synergies of the Pilots in this cluster.

3.1.1 Pilot 13 - Alternative and automated insurance risk selection and insurance product recommendation for SME's

Synergy ID	Synergy Description	User Story ID	Pilot
07	Risk analysis	INF_US_047	Pilot 13
		INF_US_101	Pilot 14
		INF_US_102	Pilot 14
		INF_US_100	Pilot 14
08	Analysis of insurance portfolios	INF_US_048	Pilot 13
		INF_US_029	Pilot 14
20	Conduct loss adjusting to update risk	INF_US_047	Pilot 13
		INF_US_072	Pilot 14
23	Risk analysis methods	INF_US_099	Pilot 02
		INF_US_024	Pilot 09
		INF_US_078	Pilot 02
		INF_US_047	Pilot 13
		INF_US_001	Pilot 14
		INF_US_028	Pilot 14
		INF_US_105	Pilot 04
		INF_US_100	Pilot 14
28	Automating the process of providing investment recommendations	INF_US_013	Pilot 06
		INF_US_048	Pilot 13
		INF_US_039	Pilot 04
29	Best products to reflect his/her personal situation (Client)	INF_US_035	Pilot 13
		INF_US_032	Pilot 12
		INF_US_068	Pilot 11
30	Comprehensive SME data	INF_US_023	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_030	Pilot 13

3.1.2 Pilot 14 - Big Data and IoT for the Agricultural Insurance Industry

Synergy ID	Synergy Description	User Story ID	Pilot
07	Risk analysis	INF_US_047	Pilot 13
		INF_US_101	Pilot 14
		INF_US_102	Pilot 14
		INF_US_100	Pilot 14
08	Analysis of insurance portfolios	INF_US_048	Pilot 13
		INF_US_029	Pilot 14
20	Conduct loss adjusting to update risk	INF_US_047	Pilot 13
		INF_US_072	Pilot 14
23	Risk analysis methods	INF_US_099	Pilot 02
		INF_US_024	Pilot 09
		INF_US_078	Pilot 02
		INF_US_047	Pilot 13
		INF_US_001	Pilot 14
		INF_US_028	Pilot 14
		INF_US_105	Pilot 04
		INF_US_100	Pilot 14
24	Risk assessment based on real data (e.g. weather, car location)	INF_US_049	Pilot 11
	(Note: possibly vehicle insurance cost changes with weather)	INF_US_100	Pilot 14

3.2 Personalized Retail and Investment Banking Services

This chapter lists the synergies of the Pilots in this cluster.

3.2.1 Pilot 03 - Customer-Centric Analytics; End-to-End Personalized Services

The Pilot 03 is still undergoing changes, so the synergies listed here may undergo some changes.

Synergy ID	Synergy Description	User Story ID	Pilot
05	Personalized recommendations taking into account client's information	INF_US_018	Pilot 03
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_009	Pilot 05a
25	Service that allows users to send/upload data with others	INF_US_021	Pilot 03
		INF_US_019	Pilot 03
		INF_US_004	Pilot 08

3.2.2 Pilot 04 - Personalised Portfolio Management ("Why Private Banking cannot be for everyone?")

Synergy ID	Synergy Description	User Story ID	Pilot
06	Propose a tailored portfolio in a fully automated fashion	INF_US_013	Pilot 06
		INF_US_039	Pilot 04
12	Monitor a portfolio's health	INF_US_091	Pilot 05b
		INF_US_040	Pilot 04
19	Monitor the financial health	INF_US_040	Pilot 04
		INF_US_083	Pilot 05b
23	Risk analysis methods	INF_US_099	Pilot 02
		INF_US_024	Pilot 09
		INF_US_078	Pilot 02
		INF_US_047	Pilot 13
		INF_US_001	Pilot 14
		INF_US_028	Pilot 14
		INF_US_105	Pilot 04
		INF_US_100	Pilot 14
28	Automating the process of providing investment recommendations	INF_US_013	Pilot 06
		INF_US_048	Pilot 13
		INF_US_039	Pilot 04

3.2.3 Pilot 05a - Smart and Personalized Pocket Assistant for Personal Financial Management

This Pilot was terminated due to the withdraw of the Pilot leaders (LIB), but the synergies identified were maintained because there was no extra work for the other Pilots.

Synergy ID	Synergy Description	User Story ID	Pilot
04	Transactions patterns management	INF_US_007	Pilot 05a
		INF_US_096	Pilot 05b
05	Personalized recommendations taking into account client's information	INF_US_018	Pilot 03
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_009	Pilot 05a
10	Receive notifications and transaction alerts	INF_US_037	Pilot 05a
		INF_US_087	Pilot 05b
		INF_US_088	Pilot 05b
11	Establish a rating of financial units	INF_US_089	Pilot 05b
		INF_US_008	Pilot 05a
27	Personalized recommendations taking into account user data	INF_US_010	Pilot 05b
		INF_US_009	Pilot 05a
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_031	Pilot 12
		INF_US_032	Pilot 12

3.2.4 Pilot 05b - Business Financial Management (BFM) tools delivering a Smart Business Advise

Synergy ID	Synergy Description	User Story ID	Pilot
03	Tailored investments recommendations	INF_US_010	Pilot 05b
		INF_US_075	Pilot 06
		INF_US_070	Pilot 06
04	Transactions patterns management	INF_US_007	Pilot 05a
		INF_US_096	Pilot 05b
05	Personalized recommendations taking into account client's information	INF_US_018	Pilot 03
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_009	Pilot 05a
10	Receive notifications and transaction alerts	INF_US_037	Pilot 05a
		INF_US_087	Pilot 05b
		INF_US_088	Pilot 05b
11	Establish a rating of financial units	INF_US_089	Pilot 05b
		INF_US_008	Pilot 05a
12	Monitor a portfolio's health	INF_US_091	Pilot 05b
		INF_US_040	Pilot 04
19	Monitor the financial health	INF_US_040	Pilot 04
		INF_US_083	Pilot 05b
27	Personalized recommendations taking into account user data	INF_US_010	Pilot 05b
		INF_US_009	Pilot 05a
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_031	Pilot 12
		INF_US_032	Pilot 12

Synergy ID	Synergy Description	User Story ID	Pilot
30	Comprehensive SME data	INF_US_023	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_030	Pilot 13

3.2.5 Pilot 06 - Personalized Closed-Loop Investment Portfolio Management for Retail Customers

Synergy ID	Synergy Description	User Story ID	Pilot
03	Tailored investments recommendations	INF_US_010	Pilot 05b
		INF_US_075	Pilot 06
		INF_US_070	Pilot 06
05	Personalized recommendations taking into account client's information	INF_US_018	Pilot 03
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_009	Pilot 05a
06	Propose a tailored portfolio in a fully automated fashion	INF_US_013	Pilot 06
		INF_US_039	Pilot 04
27	Personalized recommendations taking into account user data	INF_US_010	Pilot 05b
		INF_US_009	Pilot 05a
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_031	Pilot 12
		INF_US_032	Pilot 12
28	Automating the process of providing investment recommendations	INF_US_013	Pilot 06
		INF_US_048	Pilot 13
		INF_US_039	Pilot 04

3.3 Personalized Usage Based Insurance Products

This chapter lists the synergies of the Pilots in this cluster.

3.3.1 Pilot 11 - Personalized insurance products based on IoT connected vehicles

Synergy ID	Synergy Description	User Story ID	Pilot
13	Privacy of a client's data	INF_US_063	Pilot 12
		INF_US_068	Pilot 11
17	Lower-risk achieved at a lower price	INF_US_031	Pilot 12
		INF_US_032	Pilot 12
		INF_US_068	Pilot 11
18	Assess risks/behaviour	INF_US_061	Pilot 12
		INF_US_062	Pilot 12
		INF_US_068	Pilot 11
24	Risk assessment based on real data (e.g. weather, car location) (Note: possibly vehicle insurance cost changes with weather)	INF_US_049	Pilot 11
		INF_US_100	Pilot 14
26	Direct access to relevant up to date data	INF_US_053	Pilot 11
		INF_US_055	Pilot 11
		INF_US_003	Pilot 08
		INF_US_056	Pilot 11
		INF_US_004	Pilot 08
29	Best products to reflect his/her personal situation (Client)	INF_US_035	Pilot 13
		INF_US_032	Pilot 12
		INF_US_068	Pilot 11

3.3.2 Pilot 12 - Real World Data for Novel Health-Insurance products

Synergy ID	Synergy Description	User Story ID	Pilot
13	Privacy of a client's data	INF_US_063	Pilot 12
		INF_US_068	Pilot 11
17	Lower-risk achieved at a lower price	INF_US_031	Pilot 12
		INF_US_032	Pilot 12
		INF_US_068	Pilot 11
18	Assess risks/behaviour	INF_US_061	Pilot 12
		INF_US_062	Pilot 12
		INF_US_068	Pilot 11

Synergy ID	Synergy Description	User Story ID	Pilot
27	Personalized recommendations taking into account user data	INF_US_010	Pilot 05b
		INF_US_009	Pilot 05a
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_031	Pilot 12
		INF_US_032	Pilot 12
29	Best products to reflect his/her personal situation (Client)	INF_US_035	Pilot 13
		INF_US_032	Pilot 12
		INF_US_068	Pilot 11

3.4 Financial Crime and Fraud Detection

This chapter lists the synergies of the Pilots in this cluster.

3.4.1 Pilot 07 - Avoiding Financial Crimes

Synergy ID	Synergy Description	User Story ID	Pilot
01	Detect high-risk behaviour	INF_US_043	Pilot 07
		INF_US_005	Pilot 08
		INF_US_109	Pilot 16
		INF_US_045	Pilot 10
02	Approach / method to reduce the number of false positives	INF_US_041	Pilot 07
		INF_US_111	Pilot 16
		INF_US_042	Pilot 10
14	Alerts about high-risk behaviour	INF_US_041	Pilot 07
		INF_US_109	Pilot 16
		INF_US_005	Pilot 08
15	Risk assessment to reduce the number of suspicious alerts that turn out to be innocent	INF_US_006	Pilot 08
		INF_US_044	Pilot 07
16	Trace and detect movement of the proceeds of crime into and out of the bank	INF_US_043	Pilot 07
		INF_US_024	Pilot 09

3.4.2 Pilot 08 - Platform for AML supervision (PAMLS)

Synergy ID	Synergy Description	User Story ID	Pilot
01	Detect high-risk behaviour	INF_US_043	Pilot 07
		INF_US_005	Pilot 08
		INF_US_109	Pilot 16
		INF_US_045	Pilot 10
09	Anti Money Laundering Supervision	INF_US_098	Pilot 08
		INF_US_024	Pilot 09
14	Alerts about high-risk behaviour	INF_US_041	Pilot 07
		INF_US_109	Pilot 16
		INF_US_005	Pilot 08
15	Risk assessment to reduce the number of suspicious alerts that turn out to be innocent	INF_US_006	Pilot 08
		INF_US_044	Pilot 07
21	Analysis process of risk assessment	INF_US_045	Pilot 10
		INF_US_006	Pilot 08
22	Risk analysis platform	INF_US_016	Pilot 02
		INF_US_098	Pilot 08
		INF_US_006	Pilot 08
25	Service that allows users to send/upload data with others	INF_US_021	Pilot 03
		INF_US_019	Pilot 03
		INF_US_004	Pilot 08
26	Direct access to relevant up to date data	INF_US_053	Pilot 11
		INF_US_055	Pilot 11
		INF_US_003	Pilot 08
		INF_US_056	Pilot 11
		INF_US_004	Pilot 08
31	List of anomalies/high-risk behaviour	INF_US_005	Pilot 08
		INF_US_110	Pilot 16

3.4.3 Pilot 09 - Analysing Blockchain Transaction Graphs for Fraudulent Activities

Synergy ID	Synergy Description	User Story ID	Pilot
09	Anti Money Laundering Supervision	INF_US_098	Pilot 08
		INF_US_024	Pilot 09
16	Trace and detect movement of the proceeds of crime into and out of the bank	INF_US_043	Pilot 07
		INF_US_024	Pilot 09
23	Risk analysis methods	INF_US_099	Pilot 02
		INF_US_024	Pilot 09
		INF_US_078	Pilot 02
		INF_US_047	Pilot 13
		INF_US_001	Pilot 14
		INF_US_028	Pilot 14
		INF_US_105	Pilot 04
		INF_US_100	Pilot 14

3.4.4 Pilot 10 - Real-time cybersecurity analytics on financial transactions' data

Synergy ID	Synergy Description	User Story ID	Pilot
01	Detect high-risk behaviour	INF_US_043	Pilot 07
		INF_US_005	Pilot 08
		INF_US_109	Pilot 16
		INF_US_045	Pilot 10
02	Approach / method to reduce the number of false positives	INF_US_041	Pilot 07
		INF_US_111	Pilot 16
		INF_US_042	Pilot 10
21	Analysis process of risk assessment	INF_US_045	Pilot 10
		INF_US_006	Pilot 08

3.4.5 Pilot 16 - Data analytics platform for AML supervision

This Pilot was added during the INFINITECH project.

Synergy ID	Synergy Description	User Story ID	Pilot
01	Detect high-risk behaviour	INF_US_043	Pilot 07
		INF_US_005	Pilot 08
		INF_US_109	Pilot 16
		INF_US_045	Pilot 10
02	Approach / method to reduce the number of false positives	INF_US_041	Pilot 07
		INF_US_111	Pilot 16
		INF_US_042	Pilot 10
14	Alerts about high-risk behaviour	INF_US_041	Pilot 07
		INF_US_109	Pilot 16
		INF_US_005	Pilot 08
31	List of anomalies/high-risk behaviour	INF_US_005	Pilot 08
		INF_US_110	Pilot 16

3.5 Smart and Reliable Scoring, Risk and Service Assessment

This chapter lists the synergies of the Pilots in this cluster.

3.5.1 Pilot 01 - Invoices Processing Platform for a more Sustainable Banking Industry

This Pilot was terminated due to the withdraw of the Pilot leaders (BANKIA).

3.5.2 Pilot 02 - Real-time risk assessment in Investment Banking

Synergy ID	Synergy Description	User Story ID	Pilot
22	Risk analysis platform	INF_US_016	Pilot 02
		INF_US_098	Pilot 08
		INF_US_006	Pilot 08
23	Risk analysis methods	INF_US_099	Pilot 02
		INF_US_024	Pilot 09
		INF_US_078	Pilot 02
		INF_US_047	Pilot 13
		INF_US_001	Pilot 14
		INF_US_028	Pilot 14
		INF_US_105	Pilot 04
		INF_US_100	Pilot 14

3.5.3 Pilot 15 - Open Inter-Banking pilot

It was not possible to identify synergies for Pilot 15

4 Synergy Analysis

The work of this deliverable led to the outcome of a possible synergies list, totalling for the study 17 INFINITECH Pilots. The identified synergies are based on the analysis of Pilot User Stories having a total of 31 synergies, which 22 are intra (same) cluster and 9 are from different clusters. Figure 6 presents the number of synergies per INFINITECH Pilot.

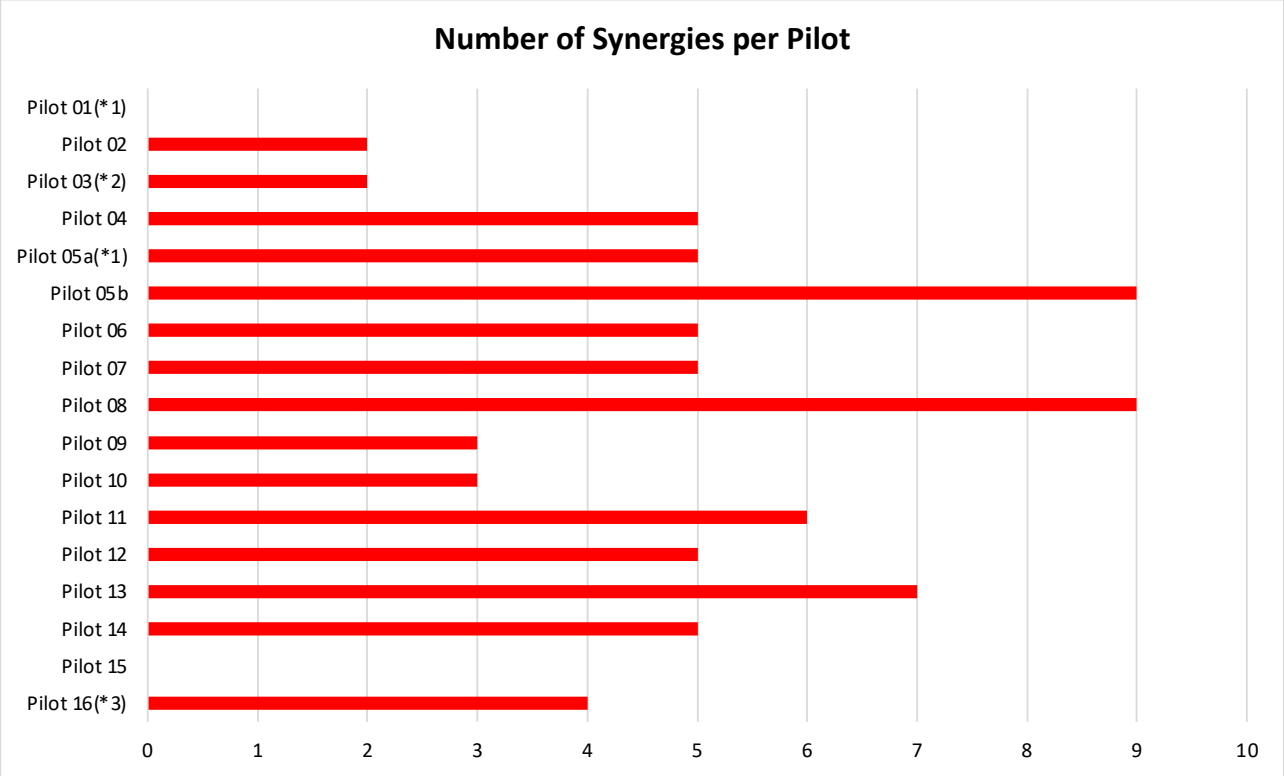

Figure 6 - Number of Synergies per Pilot

Figure 6 depicts the number of possible synergies identified per Pilot. Note that the Pilots with the mark "*1" at the end of the name means that the Pilots were terminated due to withdraw of the Pilot leaders (BANKIA and LIB, respectively for Pilot 01 and Pilot 05a). With mark "*2", the Pilot is undergoing reshaping and may change in the future. And the mark "*3", a Pilot that was added during the INFINITECH project. It was not possible to identify synergies with Pilot 01 and 15.

The synergies identified with Pilots that terminated due to withdraw of leading beneficiary were maintained as there is no extra work for the pilots involved.

Figure 7 presents another point of view, the number of synergies per number of Pilots in synergies.

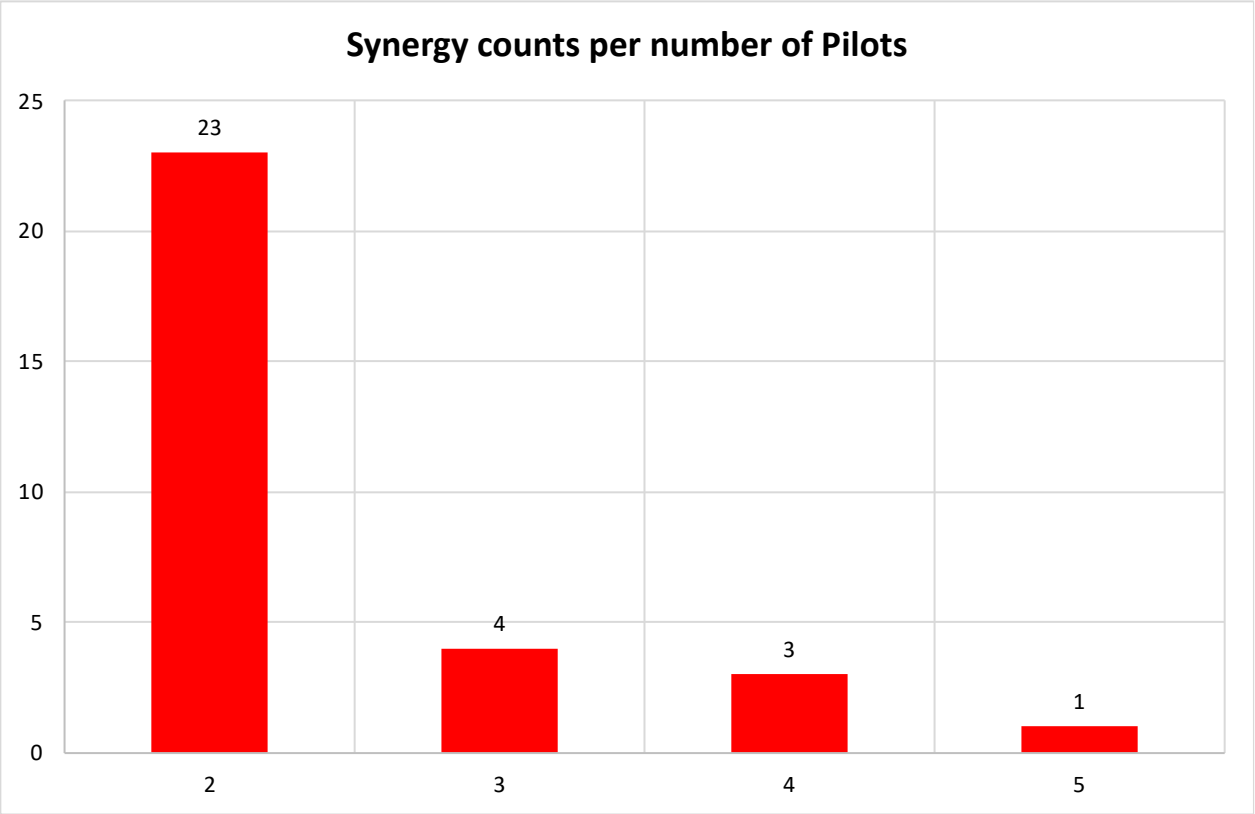

Figure 7 - Synergy counts per number of Pilots

Figure 7 shows the number of synergies counted per number of Pilots involved. It splits into several categories (bins), where each bin indicates the number of pilots involved. E.g., "3" bin indicate the frequency (number) of synergies that have three Pilots (ordinate axis with 4 synergies).

As analysed in the Figure 7, there is a higher percentage of synergies identified with 2 Pilots involved, in which this count decreases with the increase of involved Pilots. Five Pilots is the maximum number of pilots involved in a synergy.

5 Conclusions and Future Work

This document D7.18 - "*Pilot Sites' Synergies and Collaboration – I*" is the first of two deliverables, which provides the outcome of the work carried out in Task 7.7 - "*Pilots' Synergies and Collaboration*". Its objective is to identify possible synergies between Pilots. The work started by taking into consideration the Pilot User Story, the outcome of the Task 2.1.

During this task the list Pilot User Story of the Task 2.1 was updated due to the changes regarding the Pilots (entry, terminate and reshape); the list may be updated more in the future. In summary, a Pilot (Pilot 16) has been added, two Pilots terminated due to the withdraw of the Pilot leaders (Pilot 01 and 5a) and one Pilot reshaped (Pilot 03).

Currently, we have for study:

- 17 Pilots
- 5 Pilot Categories / Clusters
- 111 User Stories

The Identification of the possible Pilot synergies considers the analysis of all User Stories, even Pilots with User Stories who terminated but did not add extra work for the remaining Pilots. The identified synergies have two points of views, same cluster and between cluster, intra and inter cluster, respectively.

In the following figure we can see the distribution of the number of Synergies per Pilots.

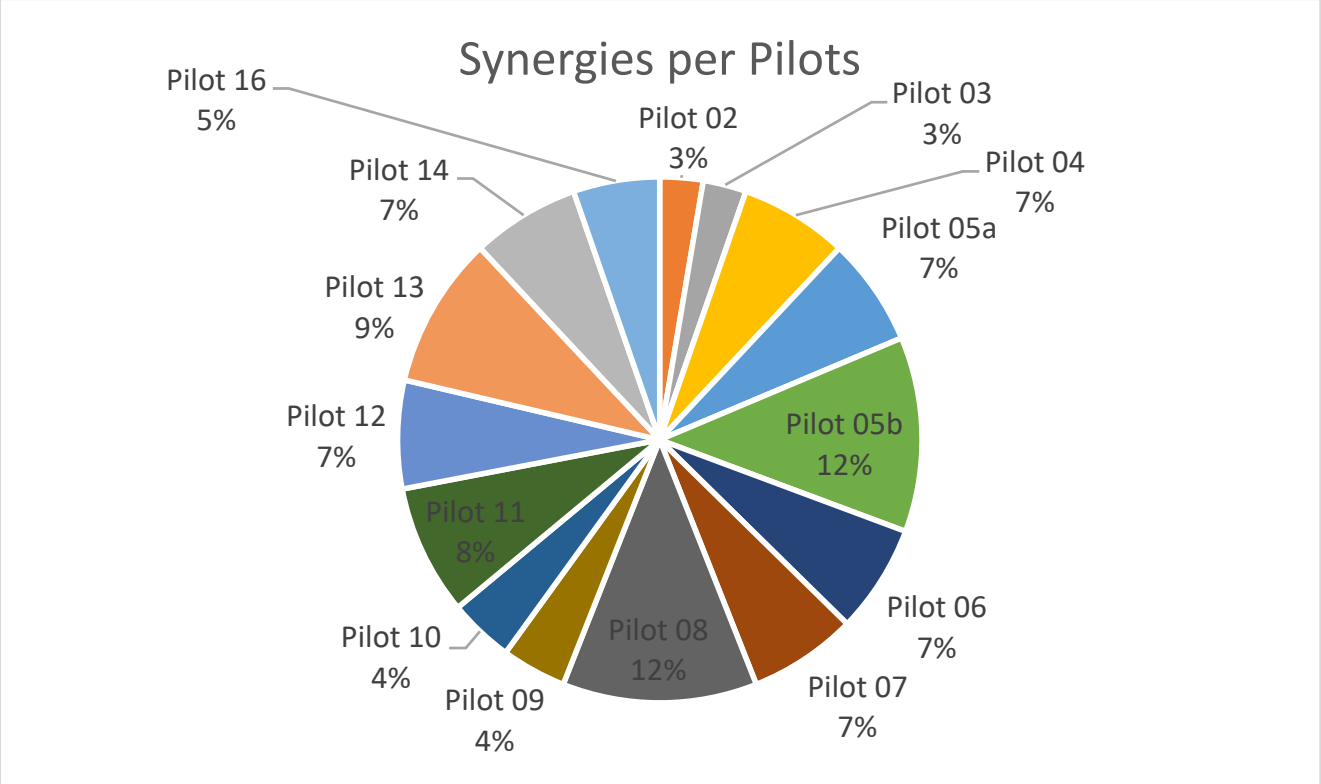

Figure 8 - Distribution of Synergies per Pilots

In the previous figure, we have a uniform distribution of number of possible synergies per Pilots. Note that no synergies were identified for Pilots 01 and 15. The following results were obtained:

- 31 identified synergies (22 intra cluster and 9 between clusters)
- 23 synergies between 2 Pilots.
- 4 synergies between 3 Pilots.
- 3 synergies between 4 Pilots.

- 1 synergy between 5 Pilots.

The main outcome expected from those identified synergies is the possible collaboration and sharing of knowledge between Pilots, promoting reusability of solutions of Pilots that have similar circumstances.

The next step, besides continuing the work of identifying more synergies, will be dedicated to interacting with the Pilots in order to validate those synergies, and identify plans for following up the respective synergies. The results of these activities will be detailed in the Pilots' respective deliverables, but an overview of the synergies result, and collaboration will be provided in the next version of this deliverable, with will be due on M42.

Appendix A – List of Synergies

Synergy ID	Synergy Description	User Story ID	Pilot
01	Detect high-risk behaviour	INF_US_043	Pilot 07
		INF_US_005	Pilot 08
		INF_US_109	Pilot 16
		INF_US_045	Pilot 10
02	Approach / method to reduce the number of false positives	INF_US_041	Pilot 07
		INF_US_111	Pilot 16
		INF_US_042	Pilot 10
03	Tailored investments recommendations	INF_US_010	Pilot 05b
		INF_US_075	Pilot 06
		INF_US_070	Pilot 06
04	Transactions patterns management	INF_US_007	Pilot 05a
		INF_US_096	Pilot 05b
05	Personalized recommendations taking into account client's information	INF_US_018	Pilot 03
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_009	Pilot 05a
06	Propose a tailored portfolio in a fully automated fashion	INF_US_013	Pilot 06
		INF_US_039	Pilot 04
07	Risk analysis	INF_US_047	Pilot 13
		INF_US_101	Pilot 14
		INF_US_102	Pilot 14
		INF_US_100	Pilot 14
08	Analysis of insurance portfolios	INF_US_048	Pilot 13
		INF_US_029	Pilot 14
09	Anti Money Laundering Supervision	INF_US_098	Pilot 08
		INF_US_024	Pilot 09
10	Receive notifications and transaction alerts	INF_US_037	Pilot 05a
		INF_US_087	Pilot 05b
		INF_US_088	Pilot 05b
11	Establish a rating of financial units	INF_US_089	Pilot 05b
		INF_US_008	Pilot 05a

12	Monitor a portfolio's health	INF_US_091	Pilot 05b
		INF_US_040	Pilot 04
13	Privacy of a client's data	INF_US_063	Pilot 12
		INF_US_068	Pilot 11
14	Alerts about high-risk behaviour	INF_US_041	Pilot 07
		INF_US_109	Pilot 16
		INF_US_005	Pilot 08
15	Risk assessment to reduce the number of suspicious alerts that turn out to be innocent	INF_US_006	Pilot 08
		INF_US_044	Pilot 07
16	Trace and detect movement of the proceeds of crime into and out of the bank	INF_US_043	Pilot 07
		INF_US_024	Pilot 09
17	Lower-risk achieved at a lower price	INF_US_031	Pilot 12
		INF_US_032	Pilot 12
		INF_US_068	Pilot 11
18	Assess risks/behaviour	INF_US_061	Pilot 12
		INF_US_062	Pilot 12
		INF_US_068	Pilot 11
19	Monitor the financial health	INF_US_040	Pilot 04
		INF_US_083	Pilot 05b
20	Conduct loss adjusting to update risk	INF_US_047	Pilot 13
		INF_US_072	Pilot 14
21	Analysis process of risk assessment	INF_US_045	Pilot 10
		INF_US_006	Pilot 08
22	Risk analysis platform	INF_US_016	Pilot 02
		INF_US_098	Pilot 08
		INF_US_006	Pilot 08
23	Risk analysis methods	INF_US_099	Pilot 02
		INF_US_024	Pilot 09
		INF_US_078	Pilot 02
		INF_US_047	Pilot 13
		INF_US_001	Pilot 14
		INF_US_028	Pilot 14
		INF_US_105	Pilot 04
		INF_US_100	Pilot 14

24	Risk assessment based on real data (e.g. weather, car location) (Note: possibly vehicle insurance cost changes with weather)	INF_US_049	Pilot 11
		INF_US_100	Pilot 14
25	Service that allows users to send/upload data with others	INF_US_021	Pilot 03
		INF_US_019	Pilot 03
		INF_US_004	Pilot 08
26	Direct access to relevant up to date data	INF_US_053	Pilot 11
		INF_US_055	Pilot 11
		INF_US_003	Pilot 08
		INF_US_056	Pilot 11
		INF_US_004	Pilot 08
27	Personalized recommendations taking into account user data	INF_US_010	Pilot 05b
		INF_US_009	Pilot 05a
		INF_US_083	Pilot 05b
		INF_US_011	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_070	Pilot 06
		INF_US_013	Pilot 06
		INF_US_031	Pilot 12
		INF_US_032	Pilot 12
28	Automating the process of providing investment recommendations	INF_US_013	Pilot 06
		INF_US_048	Pilot 13
		INF_US_039	Pilot 04
29	Best products to reflect his/her personal situation (Client)	INF_US_035	Pilot 13
		INF_US_032	Pilot 12
		INF_US_068	Pilot 11
30	Comprehensive SME data	INF_US_023	Pilot 05b
		INF_US_012	Pilot 05b
		INF_US_030	Pilot 13
31	List of anomalies/high-risk behaviour	INF_US_005	Pilot 08
		INF_US_110	Pilot 16

Appendix B – List of User Stories

User Story ID	Pilot	As a «type of user», …	… I want «some goal» …	… so that «some reason».
INF_US_001	Pilot 14	Actuary	To create data sets for statistical analysis of a risk "X"	the price to cover the risk "X" highly correlates to the financial risk an insurance/reinsurance company is exposed to.
INF_US_002	Pilot 14	Actuary	To create data sets for developing a new product in a market "Y"	the reinsurance/insurance company is able to increase its product accuracy with respect to market "Y" specifics.
INF_US_003	Pilot 08	Analyst in supervision department	Analyst will have direct access to relevant up to date data, which are gathered automatically from internal sources.	Analyst sends the request to internal parties (departments within the supervisory authority) to gather relevant data and information for risk assessment. Data collection is time consuming due to the manual tasks.
INF_US_004	Pilot 08	Analyst in supervision department	Third parties will send/upload data to the distribution channel tool that analyst will have access to. Received data (especially from the FI) will be automatically integrated into the risk assessment tool.	Analyst receives relevant data from third parties (FI, FIU, other supervisory authorities) by e-mail. Data is manually extracted from e-mail and added to the risk assessment framework.
INF_US_005	Pilot 08	Analyst in supervision department	Based on the automated screening of the relevant data and predefined scenarios, tool will enable analyst to detect high-risk behaviour. In the first step, screening tool will identify potential high-risk behaviour and send an alert to the analyst. In the second step analyst will review alerts with potential high-risk cases and execute manual decision whether reviewed behaviour is high-risk or not.	Analysts manually execute analysis of the relevant data based on selected scenarios to identify high-risk behaviour of the specific FI of the whole sector.
INF_US_006	Pilot 08	Analyst in supervision department	Risk assessment tool will implement risk assessment methodology and enable automated calculation of the FI risk or the risk of the whole sector based on timely and up to date data. Based on different triggers coming from internal and external sources (screening tool, distribution channel) risk assessment tool will be informed to update the risk assessment. When confirmed by the analyst, reassessment will be executed automatically. Identified high-risk behaviour (as part of internal sources) will trigger a notification for the reassessment.	On the basis or relevant data gathered from internal and external sources analysts assesses the risk of the FI and the sector manually. Reassessment of the FI or sector risk assessment is also done manually. Triggers for the reassessment come from internal and external sources and this has to be included in risk assessment manually.
INF_US_007	Pilot 05a	Bank	Propose the automation of frequent or repeated transactions patterns	Facilitate the continuous or semi-automated management of future invoices and subscriptions.

INF_US_008	Pilot 05a	Bank	Establish a rating of financial units	Compare customer data regarding their estimated costs and business segmentation to be able to offer better information about their finances to end customers.
INF_US_009	Pilot 05a	Bank	Obtain personalized recommendations taking into account the client's expense profile	Access to improvements in the client's financial situation through correct offers at the right time of offering for the client's case.
INF_US_010	Pilot 05b	Bank	To provide the SME with actionable insights and recommendation on the right products at the right time.	SME customer loyalty is increased and the bank to be considered as a trusted business advisor that has the SME's success as its first priority.
INF_US_011	Pilot 05b	Bank	To recommend factoring services where it adds value to the SME business.	To improve SME cash flow.
INF_US_012	Pilot 05b	Bank	To have comprehensive SME data available in order to provide lending solution tailored, personalized to the SME business.	Working capital (lending) can be provided in the shortest possible time and revenue income increased due to customers' business growth.
INF_US_013	Pilot 06	Bank	Upgrade customer experience by automating the process of providing investment recommendations for the retail customers of the bank. Ensure that these recommendations are more tailored, effective and overall more acceptable from the customer's side.	Develop a better and more trustful relationship with customers and also increase the trading volumes that are associated with high-value retail customers.
INF_US_014	Pilot 01	Bank	Get an invoices digital processing system	Digitalization of the bank process to ensure more sustainable businesses
INF_US_015	Pilot 01	Bank	Reduces physical copies of documents generated by notaries	Notarial service costs for the bank get reduced
INF_US_016	Pilot 02	Bank	Wants to have a flexible, secure and real-time risk analysis system	To enable the Bank's traders, risk managers and sales managers to perform their duties as efficiently as possible and to meet the requirements of financial regulators both now and in the future
INF_US_017	Pilot 03	Bank - Ireland - Individual Bank or Orchestrated Consortium of Banks	We want to offer a suite of new digital services by fostering sharing and 'trust' relationships with and between customers by: 1. Developing strong foundational reusable capabilities: a) Secure Data Sharing Mechanism; b) Data Trust – Brand and Culture; c) Simple Granular Permissions; 2. Initially providing a simple secure permissioned based 'read only' data sharing and customer identification services across all accounts within any API enabled bank, to support customer use stories above, but also Banking use cases like KYC and Credit Assessment.	Because it….. Increases customer satisfaction and retention by offering improved services. Distinguishes brand. New revenue models and traditional sales uplift. Leverages and enhances capabilities.(e.g. Open Banking, Network Analytics). Satisfies customer demand for transparency and control.

INF_US_018	Pilot 03	Bank - Ireland - Individual Bank or Orchestrated Consortium of Banks	We want with the permission of users to use the 'exhaust' data from identification and account information services to enable added value services and analytics.	Because it….. Increases customer satisfaction and retention by offering improved services. New revenue models and traditional sales uplift. Leverages and enhances capabilities. (e.g. Open Banking, Network Analytics).
INF_US_019	Pilot 03	Bank - Personal (Retail Consumer Segment) Customer	I want a service which allows me to easily and securely share personal financial data with others. Personal information includes Customer identifiers and associated data, in addition to account, transaction and documentation data. "I want to control ..what I share …with whom…and when."	Because sharing financial information with people you trust makes your financial life easier and more transparent.
INF_US_020	Pilot 03	Bank - Personal (Retail Consumer Segment) Customer	I want added value services like analytics and data enhancement (e.g. categorisation) from a trusted organisation to help mange my finances and make life easier.	Because working with a trusted partner to analyse your financial information makes your financial life easier and increases money in pocket.
INF_US_021	Pilot 03	Bank - Small to Medium Sized Business Customer	I want a service that allows businesses to share identification and account & transaction information safely with customers, partners (including government) and our banks….and vice versa.	Because sharing financial data will help develop business relationships and KYC, because it fosters trust both ways and exposes business networks and facilitates analytics. Also as a Business customer I can reduce costs by participating in a sharing economy facilitated by a "trust" platform from the Bank.
INF_US_022	Pilot 03	Bank - Small to Medium Sized Business Customer	I want added value services like analytics and data enhancement (e.g. categorisation) from a trusted organisation to help grow my business.	Because working with a trusted partner to analyse your financial information makes can increase customer leads, satisfaction and profits.
INF_US_023	Pilot 05b	Bank CRO	To obtain a 360 in-depth understanding of the customers/SME situation by exposing the insights the SME can see.	The CRO can provide value adding, i.e. meaningful and personalized advice to the SME business.
INF_US_024	Pilot 09	Bank/Exchange company	Check blockchain asset deposits to see if they can be traced to published or company internal fraud-related addresses.	Do not allow fund withdrawals whose source originate from fraudulent addresses.
INF_US_025	Pilot 09	Bank/Exchange company	Support for multiple major chains such as Ethereum and Bitcoin.	Can relate customer's activity on multiple public chains and use a single analysis system rather than multiple systems for each chain.
INF_US_026	Pilot 09	Bank/Exchange company	Use a scalable parallel system that is able to handle massive number of transactions.	Can continue to use the system when the blockchain transaction processing performance (currently in the vicinity of ten transactions per second) is improved to hundreds of transactions per second.
INF_US_027	Pilot 09	Bank/Exchange company	Trace customer address and related linked transactions to see if they originate from blacklisted addresses published by authorities.	Reject or block deposits as per decision by authorities.

INF_US_028	Pilot 14	Broker	to create data sets for analysis of entire agricultural insurance portfolios of clients	can use the information to advise on necessary actions.
INF_US_029	Pilot 14	Broker	to create data sets for analysis of entire agricultural insurance portfolios of clients	reinsurance cover can be individualised and terms argued more effectively.
INF_US_030	Pilot 13	Broker/ Agent	Have profile info about the real insurance needs of their clients (SMEs)	Identified needs with tailored products
INF_US_031	Pilot 12	Client	Has the expectation to achieve a "better deal" with the Company about his life insurance policy.	Clients that have more healthy habits get reduced prices.
INF_US_032	Pilot 12	Client	Wants the insurance products to reflect his/her personal situation	He/She don't have to pay for something that does not apply to him/her.
INF_US_033	Pilot 09	Client	Be provided with a tracing report.	Be able to provide explanations or provide corrections if wrong tracing is reported.
INF_US_034	Pilot 01	Client	Invoice digital processing helps clients to contract services / products faster	Clients get to contract services & products from banks in a sustainable and agile way
INF_US_035	Pilot 13	Client (SME)	Have best product with the best possible price	Identify insurance needs
INF_US_036	Pilot 13	Client (SME)	the reinsurance/insurance	Monitoring and identifying risk changes
INF_US_037	Pilot 05a	Client retail	Receive notifications and transaction alerts	Control future transactions and especially possible anomalies associated with double payments, high value charges, geography of transactions, credibility of the merchant, etc.
INF_US_038	Pilot 04	Company	Engage clients on a large scale through actively managing their wealth through an AI based tool (even for "smaller" portfolios)	Reach clients with portfolios of various sizes in bulk and enable them to construct/rebalance/optimize portfolios (with different parameters) on a regular or on-demand basis.
INF_US_039	Pilot 04	Financial Advisor	Propose a tailored, on AI basis constructed portfolio to a client in a fully automated fashion.	Client preferences are sure to be met in a quantifiable manner. More advisors time can be used for engagement with the end-client and customer relationship can be improved.
INF_US_040	Pilot 04	Financial Advisor	Monitor a portfolio's health on a regular basis using the client's preset preferences (like performance, risk parameters or other preconditions)	Generating a reason to engage a client on portfolio adjustment and build trust in the fact that their investments are constantly monitored in the right - customer oriented - way.
INF_US_041	Pilot 07	Financial Crime investigator	I want to receive more alerts about real cases and fewer alerts about innocent behaviour	So that I can focus on the more high risk cases
INF_US_042	Pilot 10	Fraud Analyst	I want a tool which helps me to reduce the number of false positives which I am forced to analyse in-depth in order to understand if they are real fraud attempts or not	So that my work can by more efficient and focused on real cases, where my experience and skills will make the difference

INF_US_043	Pilot 07	Head of Financial Crime	I want to detect movement of the proceeds of crime into and out of Santander bank	So that criminals can be caught and the bank avoids fines.
INF_US_044	Pilot 07	Head of Financial Crime	I want to reduce the number of suspicious alerts that turn out to be innocent	So that we spend more time investigating real criminal cases (or the highest risk).
INF_US_045	Pilot 10	Head of Fraud Department	I want to detect new and subtle type of frauds and make the analysis process more efficient	So that my financial institution can save money by stopping an higher number of frauds attempts previously undetected and by optimizing analysis process and number of employees assigned to boring tasks that could be automatized
INF_US_046	Pilot 13	Insurance Company	Underwriting process is inaccurate and inefficient	Predictive Underwriting
INF_US_047	Pilot 13	Insurance Company	SMEs risks change constantly	Monitoring and identifying risk changes
INF_US_048	Pilot 13	Insurance Company	SMEs are constantly evolving, and their insurance coverages get outdated	Identified needs with tailored products
INF_US_049	Pilot 11	Insurance Company	To receive data with the exact whereabouts of the insured vehicles	Pricing is more accurate combined with traffic conditions and historical data of each area
INF_US_050	Pilot 11	Insurance Company	To receive data with the exact whereabouts of the insured vehicles	Preventing fraud by using different home address for lower tariffs
INF_US_051	Pilot 11	Insurance Company	To verify the VIN number	Detecting if there is inconsistency with vehicle's license
INF_US_052	Pilot 11	Insurance Company	To verify the VIN number	Extracting data from EU's ministries of transportation of the first circulation of the vehicle
INF_US_053	Pilot 11	Insurance Company	To have access to ministries' database of drivers' licenses	Detecting fraud drivers' licenses sent in the insurance company
INF_US_054	Pilot 11	Insurance Company	To receive data from vehicle's CPU of the maintenance of the vehicle	Identifying if the owner of the vehicle follows the manufacturer's maintenance program
INF_US_055	Pilot 11	Insurance Company	To have access to reports from official technical inspection centres	Verifying the good condition of the vehicle and its ability for circulation
INF_US_056	Pilot 11	Insurance Company	To have access to police authorities' database with tickets, penalties and pointing system connected with the vehicle and/or the driver	Identifying the driving behaviour of the owner of the vehicle and/or the driver
INF_US_057	Pilot 11	Insurance Company	Receiving GPS data with the speed of the vehicle combined with speed limits in each area	Identifying drivers' behaviour and their tension to break the law
INF_US_058	Pilot 11	Insurance Company	Receiving the exact live location of the vehicle	Preventing fraud declaration of vehicle's theft
INF_US_059	Pilot 11	Insurance Company	Providing data of who is the actual driver of the vehicle (e.g. fingerprint)	Avoiding fraud by declaring different driver in case of an accident

INF_US_060	Pilot 11	Insurance Company	Receiving live data from vehicle's collision sensors of all the involved vehicles	Detecting fraud declaration of accidents, in different location and/or with different involved vehicles
INF_US_061	Pilot 12	Insurance Company	Assess risks based on the lifestyle of the client.	Pricing of the insurance products more accurately match the actual risk.
INF_US_062	Pilot 12	Insurance Company	Assess risks based on the lifestyle of the client.	Lower-risk clients get reduced prices relative to what the competitors can offer.
INF_US_063	Pilot 12	Insurance Company	Measure the privacy risk to a client's data	The collected data is protected with adequate measures
INF_US_064	Pilot 11	Insured	To provide with my exact mileage in cases when vehicle is rarely used	Being priced less depending on how much the vehicle is used
INF_US_065	Pilot 11	Insured	Receiving the exact live location of the vehicle	Having the ability to locate the vehicle after it is stolen
INF_US_066	Pilot 11	Insured	Providing data of who is the actual driver of the vehicle (e.g. fingerprint)	Establishing tariffs per driver not per vehicle and achieving lower pricing for drivers with better driving behaviour
INF_US_067	Pilot 11	Insured	Providing GPS data of the speed and the exact location of the vehicle	Using all these in case of an accident so as to determine who is responsible for the accident
INF_US_068	Pilot 11	Insured	Achieving a low price in the car insurance without compromising my privacy	Drivers with a "good behaviour" can get a better deal with the insurance company
INF_US_069	Pilot 11	Insured	Providing an approximate location of the vehicle	Drivers' behaviour can be determined while their privacy is still preserved
INF_US_070	Pilot 06	Investment advisors	Provide tailored financial advice by leveraging on the risk and behavioural profiles of the entire bank clientele (not only of the existing investors as was the case until now).	Investment advisors' productivity increases thanks to better recommendations. Relationship with high-value customers strengthens.
INF_US_071	Pilot 14	Loss Adjuster	the support of EO data analysis that feeds the *on-farm* loss adjusting	the entire loss adjusting process becomes more time- and cost-effective.
INF_US_072	Pilot 14	Loss Adjuster	to be able to conduct loss adjusting for specific perils (flood, fire, …) remotely (EO data analysis)	an objective and highly efficient process can be established.
INF_US_073	Pilot 01	Notaries	Get a sustainability score that encourage them to ensure sustainable business	Notaries get reduced the amount of paper used in their businesses.
INF_US_074	Pilot 04	Retail Client	Receive an AI based constructed portfolio proposal based on individual choices, risk-bearing capacity and preferences.	Ability to manage one's own portfolio and gain control over managing wealth with the help of Artificial Intelligence.
INF_US_075	Pilot 06	Retail Customers	Experience personalization in their investments by gaining access to a service previously offered only to the highest-value customers by their assigned investment advisors.	Consider NBG as their main financial services provider and gradually turn exclusively to NBG for the entire spectrum of financial advice, products and services.
INF_US_076	Pilot 14	Sales Agent	identify priority areas based on agricultural risk mapping	resource planning for sales activities can be improved.

INF_US_077	Pilot 14	Sales Agent	identify priority areas based on agricultural risk mapping	client (farmer) can be informed about the risks (visualized) in a given area.
INF_US_078	Pilot 02	Sales Manager	Wants to assess the risk of a product and portfolio in real time in the form of VaR and ES	To be able to demonstrate on-the-go to a potential customer that the risks of the products are constantly evaluated in order to guarantee the highest possible security and control.
INF_US_079	Pilot 05b	SME Owner	To Auto-Classify transactions in line with the categorization used by the SMEs accounting system/ SMEs requirements with a very high accuracy.	Reconciliation becomes more efficient and monitoring & controlling of expenses can be done more effectively. Human interference with transaction categorization is minimized.
INF_US_080	Pilot 05b	SME Owner	To have the ability to manually override/define transaction category.	The correct transaction category is defined for each transaction.
INF_US_081	Pilot 05b	SME Owner	To have clarity on the currently available working balance, i.e. the balance after taking all current and upcoming expenses as well as income into consideration.	Correct and real time understanding of the business situation.
INF_US_082	Pilot 05b	SME Owner	Working Balance in the near-term future (forecast for up to 6 month).	Any liquidity, KPI challenges can be proactively addressed and focus can be given to safeguard future value creation through informed decisions e.g. on potential investments/bonus payments/etc.
INF_US_083	Pilot 05b	SME Owner	To monitor working capital and alert the SME when the working capital balance moved below a threshold which is defined in line with business type, behaviour and industry best practices and based on Days cash on hand benchmark.	To take corrective measures and arrange/obtain respective lending required to close any potential cash gap.
INF_US_084	Pilot 05b	SME Owner	To predict the VAT amount payable at the quarter-end when due.	The SMEs VAT obligation can be met/paid without causing financial distress to the business operation.
INF_US_085	Pilot 05b	SME Owner	To know the most likely time a specific invoice will be paid.	Allowing for streamlined collections, i.e. follow up at the "right" time as well as offer customer assessment regarding invoice payment (e.g. versus other SME customers and/or SME peer comparison).
INF_US_086	Pilot 05b	SME Owner	To achieve cash flow optimization by paying invoice(s) obligations at the "right" time.	Liquidity shortcomings can be avoided to the max. extent through optimized payment schedule as well as providing actionable insight for obtaining working capital so as to avoid any negative impact on credit score.

INF_US_087	Pilot 05b	SME Owner	To be always up to date with obligation by being alerted in time for upcoming payments and potential cancellation options as well as to identify any multiple subscriptions /recurring payments for the same purpose or alternative options.	Increase transparency, stay on top of payments safeguarding that multiple subscriptions are avoided and/or subscription(s) can be handled most appropriately to save money. Bills are paid on time to not only avoid late fees but also potential negative impact on credit score. Incorporates obtained info into the decision-making process before the actual amounts are actually spend.
INF_US_088	Pilot 05b	SME Owner	To get informed in case transaction amount(s) and/or transaction type(s) deviates from normal behaviour.	To spend time/effort efficiently on items that need further investigation.
INF_US_089	Pilot 05b	SME Owner	To present basic insights regarding cost structure and compare this to other SMEs in a similar position.	Any potential cost optimization actions can be identified and/or respective advice be obtained if required.
INF_US_090	Pilot 05b	SME Owner	The option to retrieve SME customized daily, weekly, monthly high level summaries on where the business stands (financial health matrix, performance matrix) compared to best practice knowledge/peer performance and the possibility to drill down in order to see what is behind the various KPIs.	To have a clear understanding of the business and ability to focus on business development and growth.
INF_US_091	Pilot 05b	SME Owner	To see at any point in time the business status regarding financial health and performance in relation to best practice/peers.	To have a clear understanding of the business and ability to focus on business development and growth.
INF_US_092	Pilot 05b	SME Owner	Realistic budget benchmark per category as default value with the ability to override. I want budget recommendations to be based on best practice and peer information.	Most realistic budget figures are being used.
INF_US_093	Pilot 05b	SME Owner	Budget(s) to be dynamically adjusted so as to reflect SME business growth/development together with other macro-economic parameter.	To avoid drawing wrong conclusions from static budget numbers that are no longer representative.
INF_US_094	Pilot 05b	SME Owner	To have a cost control mechanism in place that safeguards spending alignment with the budget defined for different periods, categories, merchants.	To support healthy business growth by understanding where the money goes and where spending must be cut back.
INF_US_095	Pilot 05b	SME Owner	To have a single system that serves as a ONE-Stop-Shop e.g. not having to logon to the accounting system in order to retrieve financial/performance data for KPI calculation/assessment.	User convenience and experience is maximized by running the business from one place and it allows for a complete cash flow picture to be shown.
INF_US_096	Pilot 05b	SME Owner	To execute payroll as bulk payments whilst still maintaining full control over individual employee salary payments.	Admin time and human error is reduced.
INF_US_097	Pilot 02	Software Developer	Wants to create a system that reliably examines the various systems and products for their risk and that can be changed flexibly	So that subsequent regulatory changes on the part of the supervisory authorities can be spontaneously implemented in the risk analysis system and the program does not have to be reprogrammed from the very start.

INF_US_098	Pilot 08	Supervisory authority	Implementation of the Platform for AML Supervision that will include semi-automated features and more direct data access.	Supervisory authorities are obliged to comply with EU AML regulatory requirements and implement Risk Based Supervision that corresponds to extensive use of resources in the supervision department.
INF_US_099	Pilot 02	Trader	Wants to assess the risk of a trade in real time using VaR and ES individually and at portfolio level	To know whether the risk of a trade is consistent with the pre-defined rules and policies and can be executed without having to resort to end-of-day data.
INF_US_100	Pilot 14	Underwriter	to conduct a precise risk assessment based on real data e.g. EO data, Climate and weather intelligence (not assumptions) before writing a risk	the agricultural portfolio is well balanced and compensates for potential claim payments.
INF_US_101	Pilot 14	Underwriter	an overview of the agricultural risk landscape in market "Y"	sales activities can be targeted more specifically across the market "Y" with the objective of portfolio diversification.
INF_US_102	Pilot 14	Underwriter	an overview of agricultural production and weather/climate patterns in market "Y"	areas can be identified where crop productivity and catastrophe probability
INF_US_103	Pilot 14	Underwriter	to increase the speed (effectiveness) of claim handling procedures	indemnity pay-outs can be transferred to the client more quickly.
INF_US_104	Pilot 07	Bank's Data Scientists	I want a higher data quality	So that my analyses will improve a lot.
INF_US_105	Pilot 04	Company	Derive a risk, pricing, predictions on asset tickers based on AI processing of news feeds, in various languages	Portfolio allocation optimization is based on AI predictions of newsfeeds, trend following strategies
INF_US_106	Pilot 15	Data Governance Officer	Detect the key concepts related to the internal regulatory process; map the tagged concepts against the ABI Lab taxonomies (e.g. data, processes, business applications, etc.)	Standardisation of the classes associated to the documentation analysed
INF_US_107	Pilot 15	Enterprise Architect	Understand whether the reference taxonomies and architectural maps (e.g. data, processes, business applications, etc.) are able to comprehensively represent reality within a bank.	Creation of a unified reference glossary and continuous improvement of reference taxonomies and architectural maps
INF_US_108	Pilot 15	Researcher	Test the most relevant NLU models, verifying their ability to support the analysis of internal regulatory process within a bank.	Refine NLU models and semantic ontologies, starting from the lessons learned from the experimentation initiative
INF_US_109	Pilot 16	AML investigator	I want to receive alerts on anomaly complex activities	I don't need to manually wrangle large datasets to find anomalies
INF_US_110	Pilot 16	AML investigator	A list of anomalies ranked according to risk of money laundering	A list of anomalies ranked according to risk of money laundering
INF_US_111	Pilot 16	Head of Customer Due Diligence	My team examine a reduced number of false positive practices	Minimizing cases to be analyzed, leveraging team productivity