Case Study

Intel® Xeon® Processors

TruEra's Model Observability Solution Helps a Major European Bank Deploy Trusted AI Applications at Scale

TruEra solutions, supported by Amazon EC2 instances and Intel® Xeon® processors, deploy machine learning models faster while increasing quality and ROI.

Solution Summary

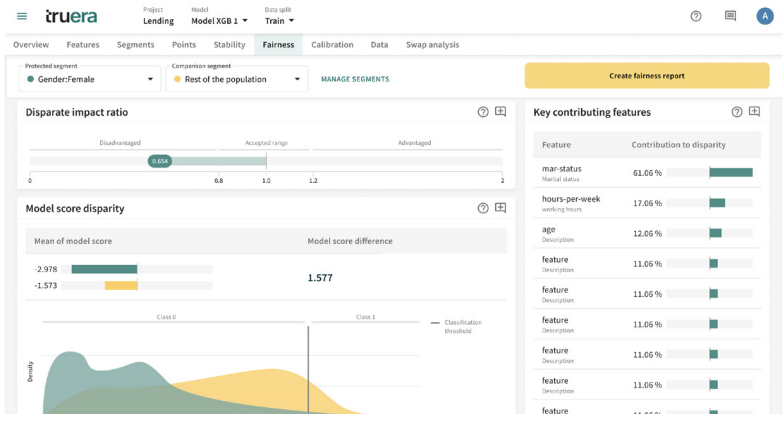
- Amazon EC2 instances
- Intel®Xeon® processors

Executive Summary

In the highly regulated banking industry, addressing concerns like risk management, non-inclusionary practices (unfair bias), and regulatory compliance requires proven applications and methodologies. While most financial institutions understand AI's value and are experimenting with AI applications, trust remains a barrier to deploying AI and machine learning (ML) models at scale. Banks and the regulators overseeing them need complete confidence in such systems before moving beyond long-established legacy alternatives. TruEra's AI Observability software, running atop Amazon EC2 instances supported by Intel® Xeon® processors, helps bridge that gap. Through its comprehensive model testing, debugging, and monitoring capabilities, TruEra can help accelerate AI adoption at scale. According to TruEra, customers experience up to a 30% decrease in the effort needed for model testing and internal reviews by using TruEra's solution.[1] For organizations requiring confidence in hundreds of ML models, this benefit yields significant time savings, reduced resource costs, and higher effectiveness, resulting in a high ROI.

Challenge

Banks depend on well-documented methodologies to meet internal, customer, and regulator expectations regarding model usage, including models using ML. A large European bank experimented with such models and wanted to deploy hundreds of them at scale to augment functions like fraud and financial crime prevention, loan processing, customer engagement, and risk management. However, the bank needed to undertake the process consciously and responsibly to build and retain the



TruEra's AI Observability software, running atop Amazon AWS instances supported by Intel® Xeon® processors, help accelerate AI adoption by building confidence in the models.

trust of internal and external stakeholders. It had little margin for error when testing, debugging, and monitoring such applications across the organization.

Solution

After evaluating multiple model observability solutions, the European bank contacted TruEra for its depth of experience and comprehensive tooling. TruEra AI Observability offers the bank vital benefits. First, the TruEra team brings decades of experience in Financial Services, enterprise-level security, integration, and scaling requirements. Secondly, TruEra's AI observability platform provides unique root-cause analysis capabilities to understand and debug model performance, bias, and stability issues. Third, TruEra solutions excel in serving both traditional models and large language models (LLMs). By running TruEra applications atop AWS cloud instances with underlying Intel® Xeon® processors, the bank can also benefit from dynamic scaling, built-in security features, and more.

> "Financial institutions can benefit tremendously from AI-enabled applications, but they need the confidence that their models meet customer and regulatory requirements. TruEra's AI observability solutions, running on Intel-based AWS instances, can accelerate the deployment process while increasing trust in the results."
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> *– Shameek Kundu, head of financial services at TruEra*

Results

TruEra's offerings helped the European bank speed up model testing, approval and deployment. The bank was also able to use TruEra's intuitive dashboards as a way of increasing the acceptability of AI models within the organization—for example, to convince business domain experts who may otherwise have limited technical understanding of AI. TruEra customers typically experience up to a 30 percent decrease in the time and effort developers and validators need when testing and socializing each model.

> "Customers experience up to a 30% decrease in the effort needed for model testing and internal reviews by using TruEra AI Observability."

Key Takeaways

Ensuring model quality is vital when building and deploying AI solutions.

When considering the responsible use of AI, focus first on the impact on your organization, staff, and customers. This approach makes it easier to meet regulatory and reputational/ESG expectations.

Focus on AI quality, testing, and monitoring throughout the software and process lifecycle, not just at the end.

For More Information

Explore Intel Xeon processors

Find out more about TruEra AI Observability

Read about best practices for Amazon EC2 Instances

intel + aws

[1] Data provided by TruEra 10/30/2023.

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