



## CASE STUDY

# Integrated Model Operations with Ethical AI for a Leading US Based Global Asset Management Firm



## Client

The customer is one of the leading insurance service providers with varied business interests across wealth management, human resources, and health. Its global operations span 130 countries providing key services across multiple customer touchpoints.

## Challenges

The customer had multiple teams working across the globe on new-age business products embedded with AI/ML. As the majority of teams worked in silos, it risked compliance towards ethical AI along with integrated model operations. The customer had:

- Absence of a unified AI/ML landscape having a well-defined end-to-end process.
- Lack of scalability and high time to market for the AI/ML models.
- Low collaboration between multiple teams due to the lack of a standard operating model for AI/ML.
- Complexities around AI/ML technology architecture, model operationalization, ethical AI, and governance.

## LTIMindtree Solution

LTIMindtree helped the customer amalgamate processes and define a target operating model leveraging the best practices of our MLOps and ethical AI framework. We further helped the customer:

- Define end-to-end ML process and leverage agile way of working to help streamline ModelOps across multiple teams and products.
- Incorporate a holistic operating model to help teams across multiple business units collaborate along with clearly defined roles.
- Recommend end-to-end ethical AI framework to ensure adherence to regulatory compliance and model governance across the organization ecosystem.
- Outline suggestive technical architecture options to help fast-track cloud adoption across data and ML ecosystems.

## Business Benefits

**~40%** reduction in time to insights across the entire ML process

**3x faster** adherence to ethical AI and regulatory compliance



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