

Intellect/SEC/2024-25

February 06, 2025

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor, Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E),
Mumbai – 400 051

Scrip Symbol:

INTELLECT

BSE Limited

1st Floor, New Trade Ring, Rotunda Building,
PJ Towers, Dalal Street, Fort,
Mumbai-400 001

Scrip Code:

538835

Dear Sir/Madam,

Sub: Showcasing Intellect's Purple Fabric, the Multi-Agent AI Platform for Enterprise Operations Transformation at Anand Rathi Securities Conference

In pursuance of Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the presentation to the Investor conference on AI scheduled today, as informed earlier dated February 03, 2025.

[Intellect](#), a global leader in enterprise-grade financial technology, will be showcasing its Multi-Agent AI Platform for Operations Transformation, Purple Fabric, at the Anand Rathi Securities conference.

Please find enclosed herewith the **"Purple Fabric - Enterprise AI Platform"** presentation which will be showcased in the event today

Kindly take the above information on record and confirm compliance.

Thanking You,

For **Intellect Design Arena Limited**,

V V Naresh
Company Secretary and Compliance Officer

Intellect Design Arena Limited

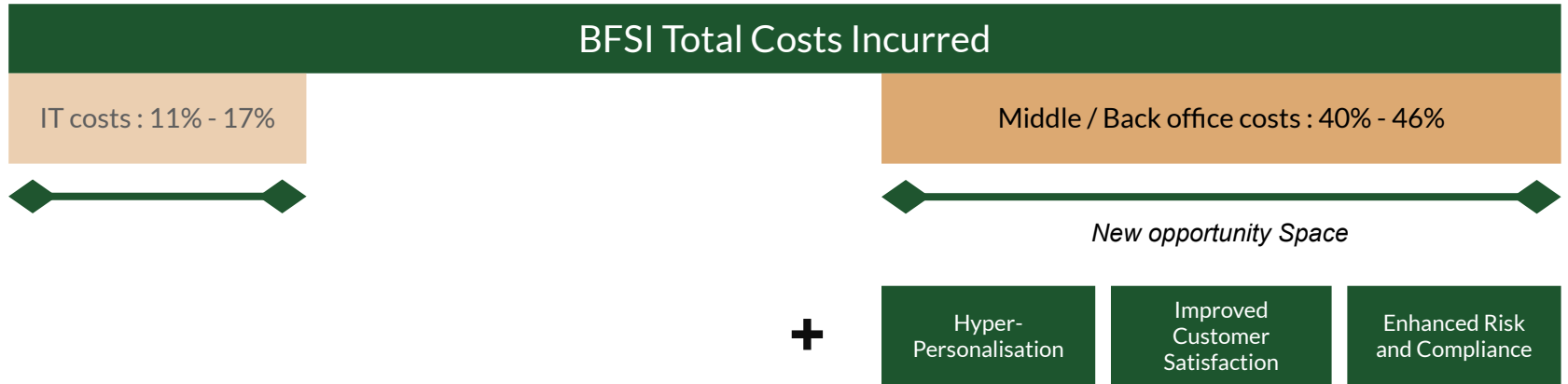
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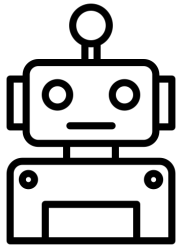
PURPLE FABRIC

The Multi-Agent AI Platform
for Enterprise Operations
Transformation

The TAM for Purple Fabric is enormous

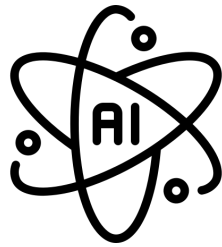


AI Expert Agents are the gig workers of the knowledge economy



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

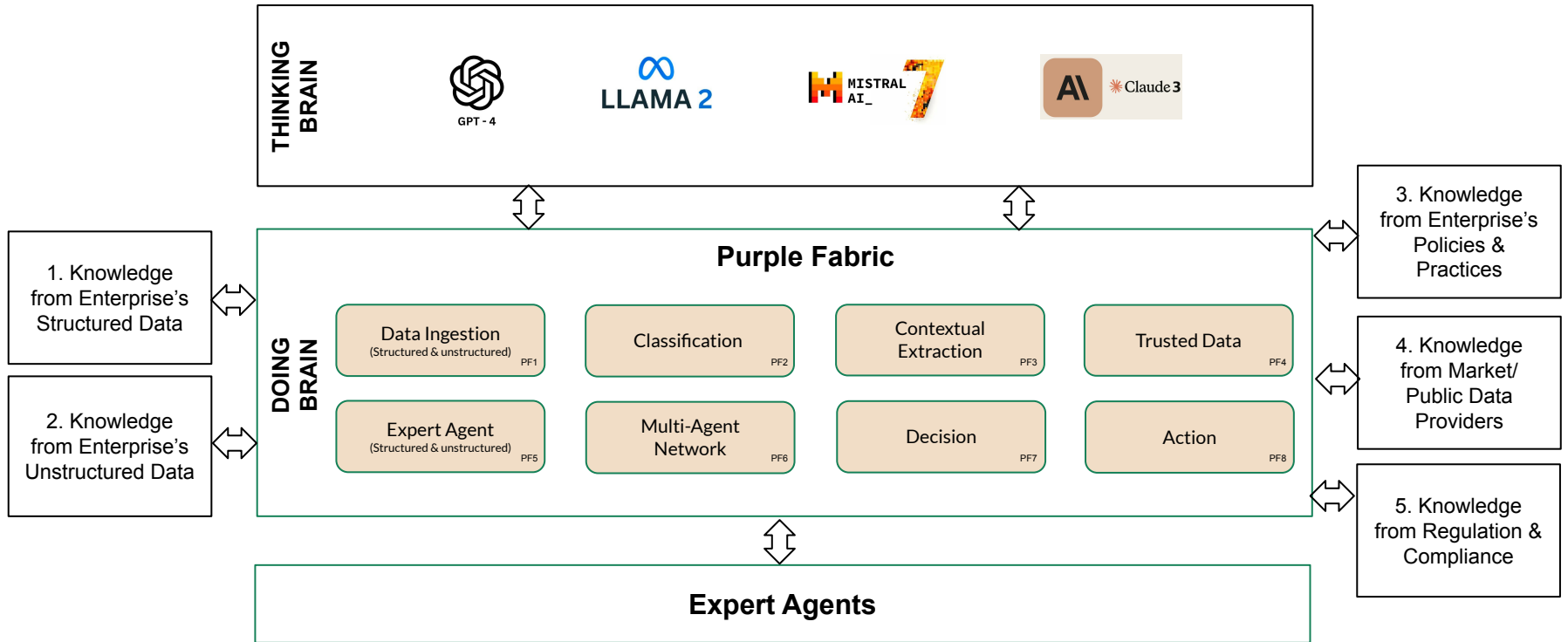
Calculator

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*

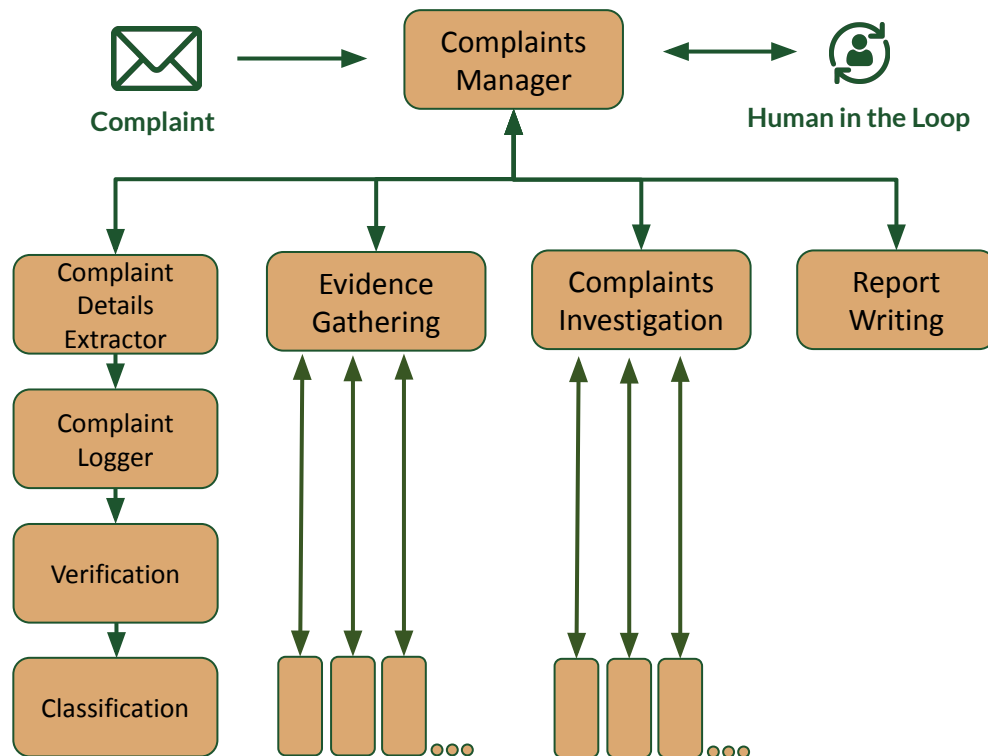


Team Structure of the Complaints Investigation Multi-Agent Solution

- 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

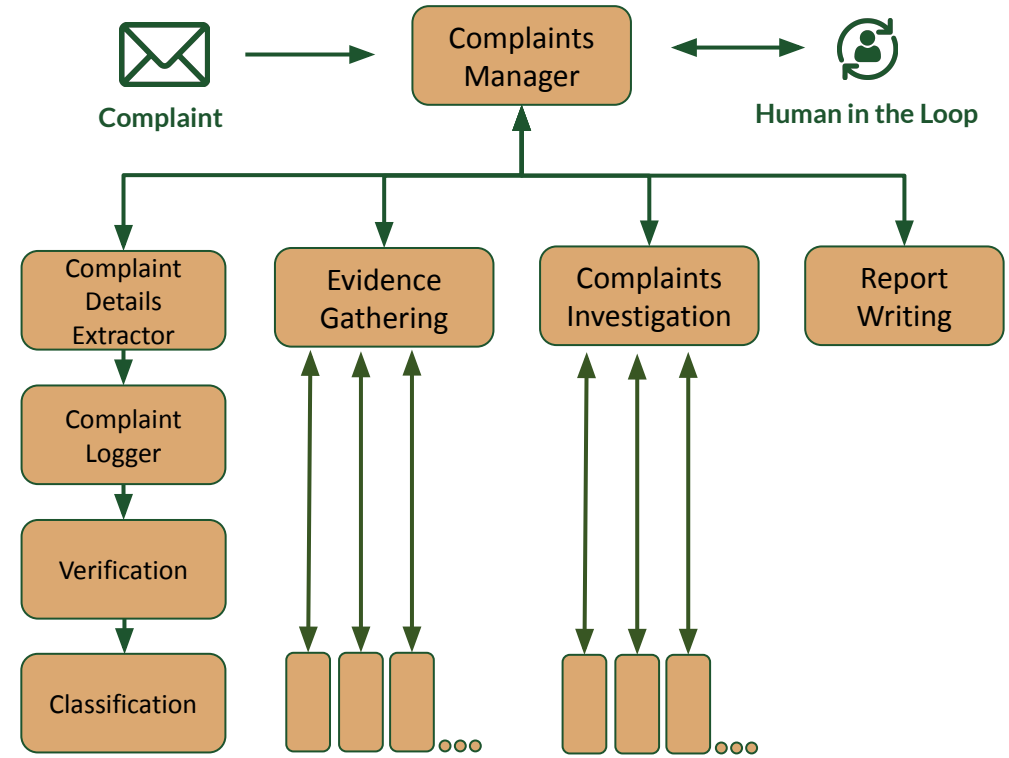
5 weeks



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