

Fortune 500 Bank Strengthens Data Privacy with AI-Powered PII Detection

One of the largest banks in the U.S., this Fortune 500 institution manages billions in assets and serves tens of millions of customers across retail, commercial, and investment divisions.

CHALLENGE

The bank faced several critical issues with its legacy system that prompted them to explore alternatives:

- **Slow and Inconsistent:** Manual tagging left gaps and opened the organization to regulatory and reputational risks
- **Operationally Inefficient:** Valuable compliance resources were tied up in repetitive review tasks
- **Incomplete:** Lack of enterprise-wide visibility into sensitive data increased audit exposure

SOLUTION

The bank partnered with Systemware to implement an AI-powered PII Detection and Risk Management solution, seamlessly integrated into its existing content infrastructure. Key features of the deployment included:

- **Automated PII Scanning:** Continuously monitored and scanned documents for sensitive data like Social Security numbers, account credentials, and customer information
- **Intelligent Tagging:** Applied metadata and tags to detected content to support governance, classification, and secure access controls
- **Enterprise Integration:** Deployed across multiple business units to unify risk posture and reduce silos
- **Audit Readiness:** Enabled on-demand reporting and evidence trails for regulators, auditors, and internal stakeholders

By leveraging Systemware's AI-powered content intelligence, the bank achieved measurable improvements in data governance and operational efficiency:

- **Increased Coverage:** Identified and tagged sensitive data across more than 20 million documents, legacy and active
- **Reduced Risk:** Strengthened audit posture and minimized exposure to regulatory penalties and legal action
- **Improved Efficiency:** Reduced manual review time by 80%, freeing up compliance staff for higher-value work
- **Regulatory Alignment:** Supported data governance efforts to GDPR, CCPA, GLBA, and other compliance frameworks
- **Built Trust:** Demonstrated proactive privacy protection to regulators and customers alike

With Systemware, the bank transformed its approach to data privacy and compliance. By eliminating manual processes and gaining real-time visibility into sensitive content, the organization reduced operational risk and positioned itself for long-term regulatory success. Systemware's intelligent, automated approach to PII detection not only improved internal workflows—it also reinforced the bank's commitment to governance, accountability, and customer trust in an increasingly regulated environment.

"Systemware's solution gave us real visibility into our PII footprint for the first time. It's a huge step forward in proactive governance and regulatory readiness."

— VP, Enterprise Content & Compliance

About Systemware

Systemware helps the world's largest and most regulated organizations simplify infrastructure, reduce costs, improve workflows, and meet governance requirements. Our intelligent content services platform enables users to locate and deliver information in the exact context needed, across public, private, hybrid, and IBM zSystems environments, including a fully hosted SaaS option. That's why many of the world's top financial institutions trust us. Let's discuss how we can help you.

