REALSOFT
DRIVE YOUR BUSINESS FORWARD

INTELLIGENT BANKING AUTOMATION

From customer interaction to completed banking work, RealSoft helps banks operationalize automation through intelligent agents, connected systems and governed workflows.



REALSOFT + GLOBAL AI BANKING PLATFORM

Regional delivery, enterprise integration and governed AI automation for modern banking operations.

BANK-WIDE AUTOMATION

One platform. Many banking outcomes.

A single orchestration layer connects conversations, systems and actions to help banks automate approved work across service, operations and growth journeys.



CONNECTED TO THE BANK

- Core banking
- CRM and service
- Payments
- Knowledge bases
- Document systems
- Workflow / BPM

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PEOPLE
JOURNEYS
OPERATIONS
DECISIONS
BETTER BANKING

AUTOMATION OPPORTUNITIES

Automation opportunities across the bank.

RealSoft helps banks move beyond isolated chatbots into connected automation across customer journeys, internal operations and intelligent decision support.

Customer-facing execution

Voice, chat and messaging
Consistent, always-on support across every channel.

Service requests and fulfillment
Faster resolution from request to completion.

Digital onboarding journeys
Seamless, guided experiences from application to activation.

Loan origination workflows
Streamlined journeys from application to decision.

Sales and lead orchestration
Intelligent engagement to convert more opportunities.

Smart collections
Proactive, personalized outreach to improve outcomes.

Internal operations and intelligence

Document and case handling
Automate intake, review and resolution.

Employee AI assistant
Instant answers and support for everyday work.

Contact center augmentation
Give teams real-time guidance to serve customers better.

Cross-department orchestration
Connect people, systems and processes across the bank.

Operational decision support
Turn data into timely, practical insights.

Risk and compliance support
Help teams work faster with built-in oversight.

Broader automation coverage
across servicing, lending, operations, support and governed execution.

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Global expertise. Local execution.

RealSoft combines regional delivery, enterprise integration and data governance with a partnership with a global AI banking platform, helping banks operationalize automatiion at scale.

LOCAL DELIVERY + GLOBAL AI BANKING PLATFORM

Secure deployment, seamless integration and governed workflows, with phased expansion across business lines and geographies.

- Secure Deployment
- Seamless Integration
- Phased Expansion

SELECTED BANKING REFERENCES

NCB Jamaica
First Citizens
belize bank — Our Country. Your Bank.
GBTI
CIBC Caribbean
JMMB
TTMB — TRINIDAD & TOBAGO MORTGAGE BANK
HSBC
BARCLAYS
mastercard

A CLEAR PATH TO BUSINESS VALUE

Discover
Assess opportunities and define the roadmap.

Deploy
Implement, integrate and operationalize with governance.

Expand
Scale across business lines and geographies for greater impact.

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ABOUT REALSOFT

A TRUSTED REGIONAL TRANSFORMATION PARTNER.

For more than two decades, RealSoft has helped organizations unify data, modernize operations and deliver AI-enabled transformation across mission-critical environments.

25+ years	200+ clients	250+ projects	13+ countries	150+ experts	Banking + public sector experience
Proven track record	Across banking and public sector	Delivered successfully	Regional presence	Deep domain and technical talent	Trusted by mission-critical institutions

WHAT REALSOFT BRINGS

Enterprise integration
Connect people, systems and data for a seamless, unified ecosystem.

Data management and governance
Turn data into a trusted asset with strong governance and quality.

Analytics and decision intelligence
Enable faster, smarter decisions with advanced analytics and AI.

AI and automation delivery
Design and operationalize intelligent agents and automation at scale.

Secure deployment models
Flexible, secure and compliant solutions for cloud, hybrid or on-premise.

Regional implementation and support
Local expertise, regional delivery and long-term partnership.

WHY IT MATTERS FOR BANKS

We connect strategy to execution, helping banks modernize with confidence, operationalize automation responsibly, and deliver measurable business value — today and for the future.

