



Software

Taking automation to the **edge**

Kingsware

Tech startup Kingsware uses Lenovo ThinkSystem SE350 servers to analyze data from its automated monitoring solution in real time at the network edge, pioneering a simpler way for financial services firms to ensure regulatory compliance and protect customers protected.

Lenovo

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Who is Kingsware?

Founded in 2009, Kingsware is technology startup that specializes in artificial intelligence (AI) and robotic process automation (RPA). The company is based in the city of Zhuhai in China's southern Guangdong Province, from where it develops cutting-edge solutions for enterprises all over the country.

In China, Kingsware is perhaps best-known for its K-RPA series of digital employees: software trained to emulate specific job roles by performing end-to-end activities using automation and AI-based skills. The company has been working to develop digital employees for a range of industry applications, helping to automate repetitive and time-consuming tasks across real estate, manufacturing, financial services, and more.



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The Challenge

With its wealth of intricate, data-intensive processes and strict compliance requirements, financial services has proven to be an ideal candidate for Kingsware's RPA technology. The company offers a range of digital employees aligned to common front- and back-office banking roles, including fund management, tax return processing, and customer onboarding.

Currently, Kingsware is looking to expand its portfolio to help clients ease compliance with increasingly stringent regulatory standards. These include new measures that require wealth management firms to tighten internal controls and oversight, with a view to reducing risk and better protecting investors.



“Regulators are especially keen to ensure that investors aren’t misled or pressured into making risky decisions. Banks and wealth managers are now required to monitor investment practitioners and other employees to confirm that they remain compliant with the new rules. This is where we saw a prime opportunity to introduce a new kind of RPA solution.”

Liao Wanli
CEO, Kingsware

Kingsware's vision was to create a monitoring solution for banking offices that captured employee-customer interactions in real time, and used natural-language processing (NLP) tools to identify words and phrases that could indicate potentially non-compliant conversations. For the solution to work effectively, the conversation data had to be analyzed instantly, on site—and for that, Kingsware needed edge computing technology.



“The success of our solution hinged on the ability to process data in real time, so sending information to an off-site data center was not an option. We needed a small and unobtrusive server, which was still powerful enough to cope with relatively large volumes of data.”

Liao Wanli
CEO, Kingsware

Compact, powerful, and optimized for AI

After reviewing several edge computing solutions, Kingsware opted for the Lenovo ThinkSystem SE350: a compact, purpose-built server designed to support a wide variety of edge workloads.

With a 1U height, half width, and short depth case, the ThinkSystem SE350 is small and flexible enough to fit anywhere, and provides multiple connectivity options, including wired and secure wireless Wi-Fi and LTE connections. Kingsware has also configured each server with an NVIDIA T4 GPU for AI-enabled data processing.

Hardware

Lenovo ThinkSystem SE350
Edge Server

Underpinned by Lenovo's edge technology, Kingsware is deploying a complete RPA and AI suite for conversation monitoring. The solution ingests video and audio streams from cameras, using custom-designed NLP algorithms to analyze conversations and convert speech to text on the spot. A rules engine checks the text for flagged words and phrases, marking any potentially non-compliant text in red. Flagged text is transferred to a backend server for further review and archival, so it can be easily retrieved for audit purposes.



“Lenovo went above and beyond for us. Not only did the team design, configure, and deliver a complete technology solution, they even helped with our Series C financing and advertised for us at Tech World. We know we can count on Lenovo as a genuine partner that’s invested in our success.”

Liao Wanli
CEO, Kingsware

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Results

Lenovo edge servers have proven to be an excellent fit for Kingsware. Small and adaptable, the servers fit easily into all kinds of environments, and can even be mounted on walls—ideal for busy banking offices where space is at a premium. The Lenovo ThinkSystem SE350 also packs a lot of power into this compact footprint, ensuring ultra-fast processing of video streams and smooth performance for RPA and AI workloads.

What's more, with Lenovo, Kingsware gets a fully realized and perfectly tailored hardware package, leaving the startup free to focus on building a world-class RPA solution, which will soon be ready for launch with its first clients. The monitoring system promises to streamline what would otherwise be an arduous compliance task—saving financial services firms precious time and resources as they work to meet regulatory demands and keep investors protected.



Enables rapid, real-time processing of video and audio data at the edge



Supports the demands of AI workloads with GPU acceleration



Compact, adaptable server is ideal for installation in diverse environments



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Our work with Lenovo has opened our eyes to the many possibilities of edge computing. We see huge potential for using edge technologies alongside AI and RPA to solve other pressing challenges for our clients. We look forward to working in close collaboration with Lenovo as our business expands into new spaces and sectors.”

Liao Wanli
CEO, Kingsware

Why **Lenovo**?

Kingsware considered edge solutions from several hardware providers, but most fell short of the company's requirements. In the end, Lenovo was left standing as the only vendor who could provide the right level of computing power in the right-sized footprint.



How do you monitor customer interactions more closely?

Helping financial services firms stay on the right side of regulation with Lenovo technology.

[Explore Lenovo Edge Solutions](#)