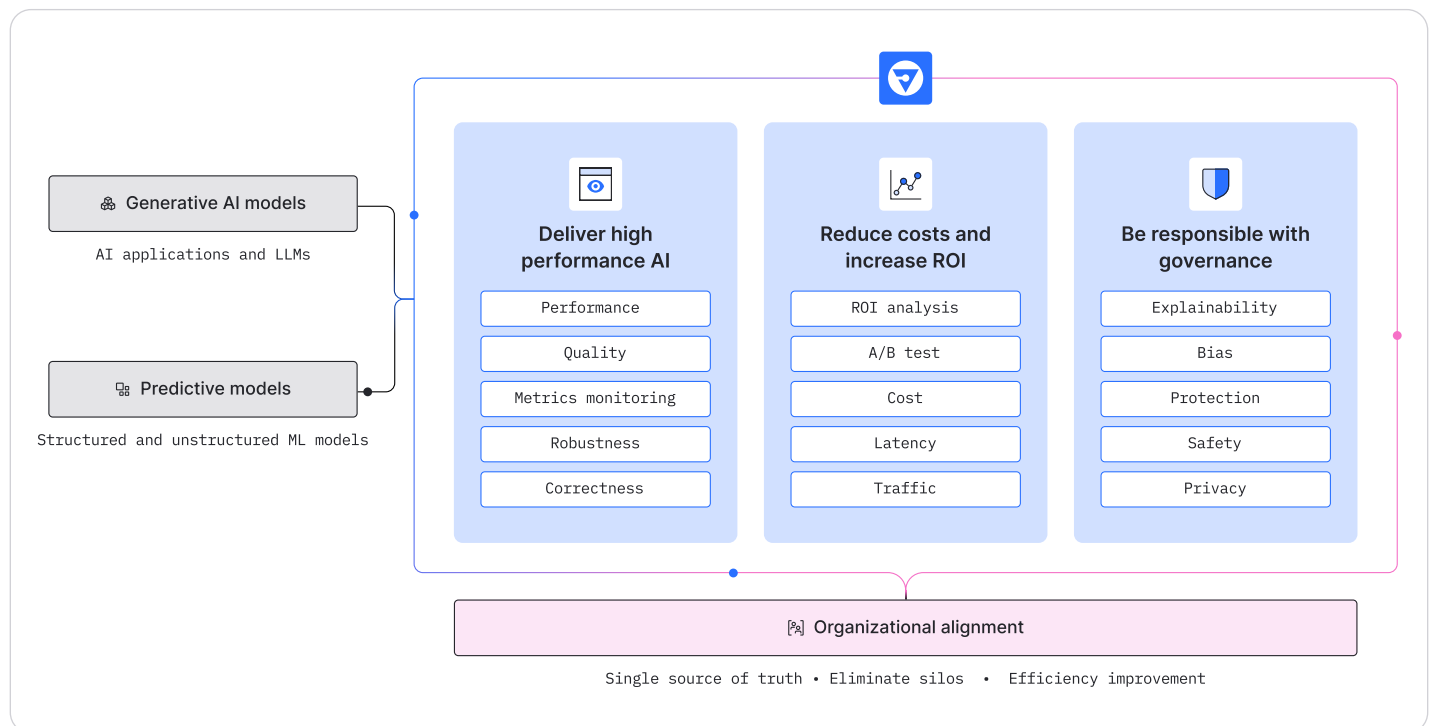fiddler

Fiddler for Financial Services

Minimize AI risks and provide customers with fair and equitable outcomes

Financial services institutions (banks, credit card and related organizations, fintech) are charging ahead to implement generative AI and LLM applications to enhance existing and launch new products and services, improve productivity, and reduce operational costs, while meeting robust AI governance and regulatory compliance standards.

tide   Thumbtack   LENDINGPOINT   AMERICAN FAMILY INSURANCE

Fiddler is a pioneer in AI Observability — the foundation to ensure the performance, behavior, and safety of predictive and generative AI models and applications. With Fiddler, financial services institutions (FSIs) will be equipped with a comprehensive AI Observability platform to operationalize predictive and generative AI models responsibly and at scale.

The Fiddler AI Observability platform aligns developers, platform engineering, data science, and business teams through the lifecycle to monitor, analyze, explain, and improve models and applications.

Generative AI models		Deliver high performance AI	Reduce costs and increase ROI	Be responsible with governance

AI applications and LLMs

| Predictive models |
Structured and unstructured ML models

Deliver high performance AI
- Performance
- Quality
- Metrics monitoring
- Robustness
- Correctness

Reduce costs and increase ROI
- ROI analysis
- A/B test
- Cost
- Latency
- Traffic

Be responsible with governance
- Explainability
- Bias
- Protection
- Safety
- Privacy

Organizational alignment

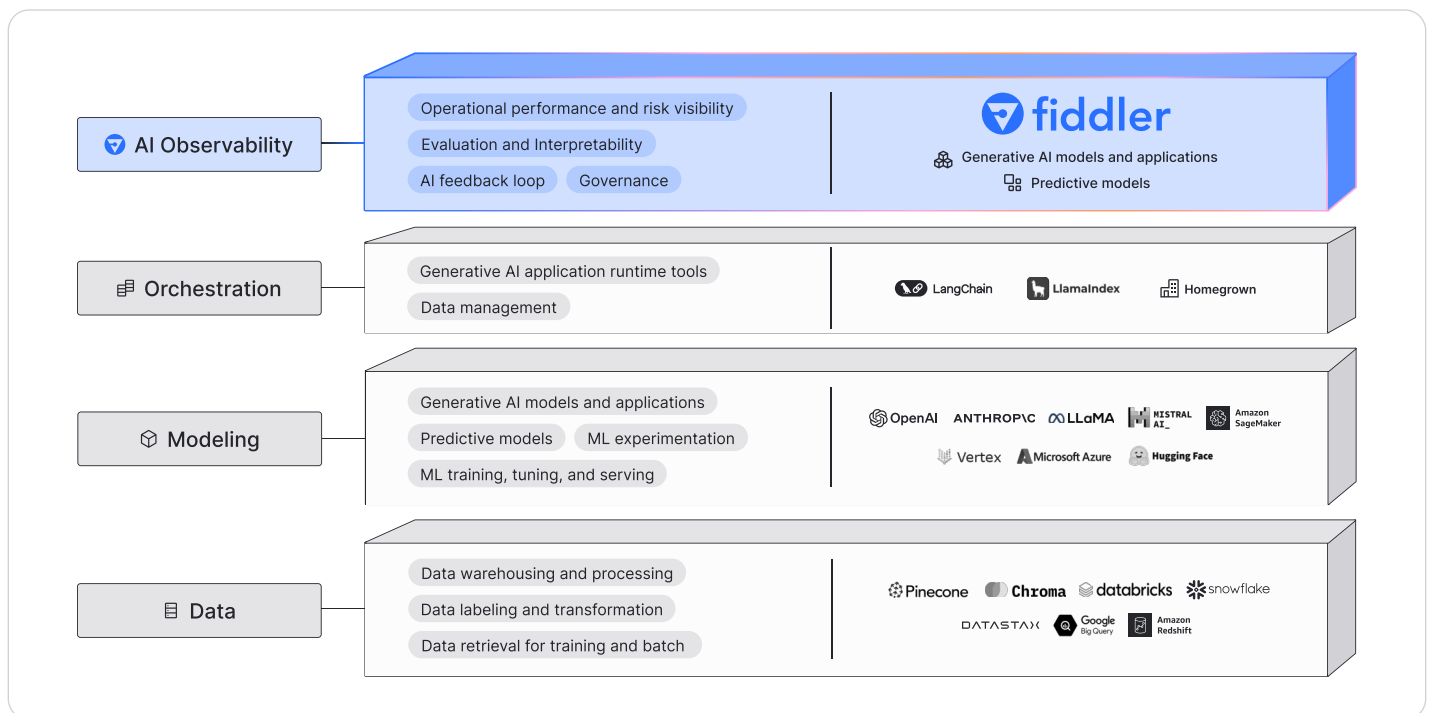Single source of truth • Eliminate silos • Efficiency improvement

Why FSI Leaders Choose Fiddler

Unified Environment for ML and LLMOps
Provides a common language, centralized controls, and actionable insights to operationalize predictive and generative AI with trust.

Built for the Enterprise
Enterprise-scale security and support without the hassle of building and maintaining in-house LLM and MLOps monitoring systems.

360° View Into AI Behavior
Integrates best-in-class XAI and analytics for a complete understanding of why and how predictions are made.

Expert AI Team for Responsible AI
Fiddler's expert AI team is dedicated to helping enterprises succeed in their ML and LLM deployments, ensuring the achievement of responsible AI.

AI Observability is a Must to Scale Safe and Trustworthy AI

For enterprises to fully leverage AI capabilities, it is crucial to standardize their ML and LLMOps using the MOOD stack — a comprehensive framework that includes Modeling, AI Observability, Orchestration, and Data layers. Each layer plays an integral role in the overall functionality, with AI Observability being the key component that orchestrates and enhances the other layers by providing governance, interpretability, and ML and LLM monitoring to improve operational performance and mitigate risks.

This holistic approach not only enhances the reliability and accuracy of AI but also ensures compliance and reduces the likelihood of issues, thereby supporting the enterprise's overall strategic goals.

Fiddler Supports Advanced and Complex AI Use Cases for FSIs

Generative AI Use Cases

AI Chatbots

Boost investor value and confidence with accurate financial advice and recommendations from AI chatbots.

Ensure the accuracy, safety, privacy, and correctness of NLP and LLM-based chatbot conversations. Monitor key metrics such as hallucination rates, toxicity levels, and user feedback to maintain high performance in chatbot interactions.

Internal Copilot Applications

Enhance employee productivity and boost their confidence in decision-making.

Boost your employees' confidence and trust in information generated by LLM applications for business-critical projects. Fiddler monitors a comprehensive range of LLM metrics (hallucination, safety, PII) to ensure that these applications provide correct and accurate information for financial planning and investment analyses.

Risk Management

Detect adversarial attacks and data leakage.

Detect jailbreaks and prompt injection attacks that risk LLM applications from exposing sensitive enterprise and customer information. Visualize patterns in a 3D UMAP and identify all prompt injection attacks using Fiddler's Slice and Explain.

LLM Cost Management

Increase LLM operational efficiency gains.

Track the costs of using LLM applications by obtaining a complete view of your LLM costs, latency, and session length. Use Fiddler's custom metrics to measure efficiency gains, helping streamline processes and enhance productivity.

Content Summarization

Deliver highly accurate summaries for your users.

Enhance the accuracy of LLM summarization by monitoring hallucination metrics such as faithfulness, answer/context relevance, coherence, and consistency using Fiddler Trust Models. Quickly detect signs of hallucination, diagnose and address their root causes before inaccurate LLM summarizations can impact the enterprise and its users.

Predictive Use Cases

Customer Risk Assessment

Improve the accuracy in credit, lending, and underwriting assessments.

Gain actionable insights into the performance of your credit, lending and underwriting models. Conduct root cause analysis to identify the features contributing to drift, and leverage Fiddler's 'Slice and Explain' capability to further analyze dataset segments, including feature impact, correlation, and distribution.

Fraud Detection

Safeguard the company and customers from fraudulent activities, and reduce the risk of financial loss.

Improve the detection of fraudulent transactions by closely monitoring subtle shifts in data caused by models processing highly imbalanced data inputs, and get real-time alerts as soon as anomalies come up.

Personalized Recommendations

Delight customers with personalized recommendations.

Use Fiddler to uncover why segments of customers are offered specific products and services, and which factors contribute to those recommendations. Understand which attributes from segments of customers contribute to product recommendations.

Governance, Risk Management, and Compliance

Safeguard predictive and generative AI applications, and minimize risks and adverse consequences.
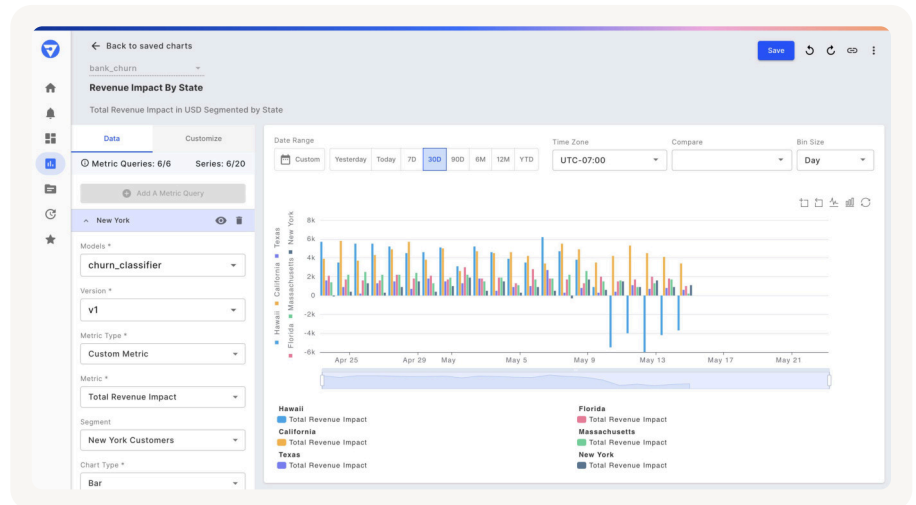
Streamline Model Risk Management (MRM) and Governance, Risk, and Compliance (GRC) workflows with Fiddler. Enhance oversight of all your ML models and LLMs through a centralized platform. Utilize the Fiddler Report Generator to create fully customizable reports for periodic audits and MRM and GRC reviews, ensuring models remain compliant, safe, and secure while minimizing adverse risks, consequences, and preventing potential scandals.

Key Capabilities

👁 Monitoring

Monitor predictive and generative AI models across pre-production and post-production. Track ML and LLM metrics at scale in a unified dashboard. Use the Fiddler Trust Service to quickly, safely, and cost-effectively measure LLM metrics with accuracy.

From model monitoring alerts to detailed root cause analysis, quickly identify and address model issues to minimize business impact.

Metrics Monitoring
Detect changes in model behavior by monitoring ML and LLM metrics — drift, data quality, hallucination, toxicity, PII, custom

Segment Monitoring
Monitor segments to drill down on underperforming cohorts
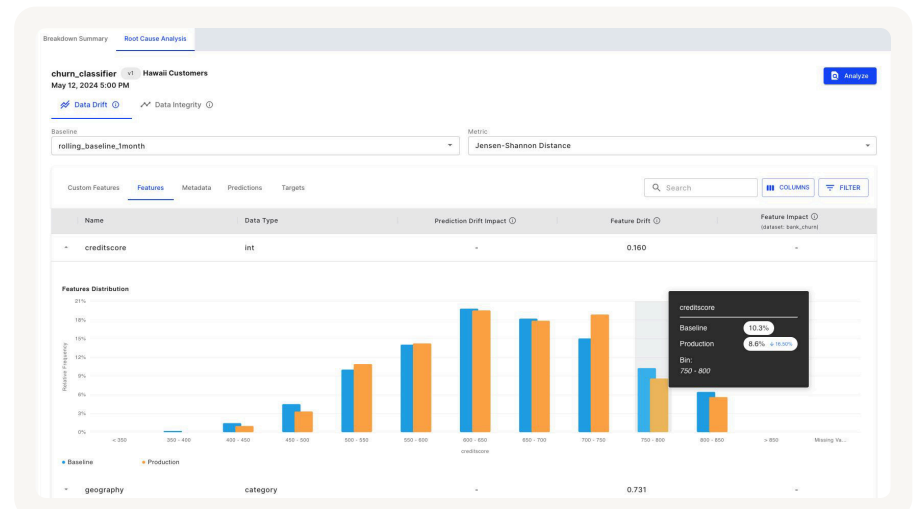
3D UMAP Visualizer
Gain contextual insights by identifying patterns and outliers in high dimensional spaces

Alerts
Configure and receive real-time model monitoring alerts to identify and troubleshoot high-priority issues

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📈 Analytics

Gain actionable insights to power data-driven decisions. Analyze slices of data to surface the root cause of issues. Understand the 'why' behind all issues for quick issue resolution and model improvement.

Dashboards
Increase business alignment and confidence in decision-making by connecting ML and LLM metrics to business KPIs in a unified view

Charts
Build customizable reports with the reports with the insights you need to gain deep understanding of your models and their impact on business outcomes

Root Cause Analysis
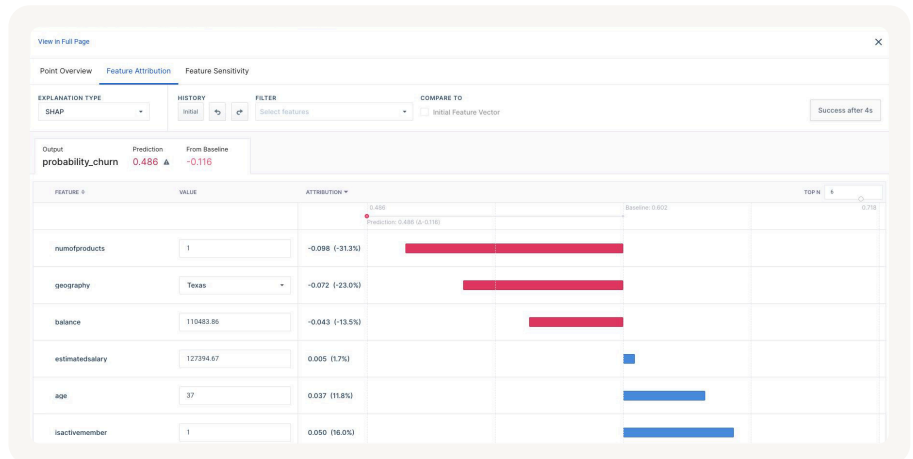Pinpoint problematic areas causing models to underperform

Slice and Explain
Drill down on slices of data to perform exploratory or targeted analysis

Key Capabilities

Explainable AI (XAI)

Fiddler provides best in class explainable AI technology to provide complete context and visibility into tabular and image model behaviors and predictions, from training to production. Implement powerful XAI techniques at scale to build trusted AI solutions.

Explainability Methods for Your Use Case

Increase your model's transparency and interpretability using SHAP values, Fiddler SHAP, Integrated Gradients, or custom explanations

Image Explainability

Explain predictions in image models to understand their ensure they are high-performing and accurate

'What-If' Analysis

Gain a better understanding of your model's predictions by changing any value and studying the impact on scenario outcomes

Global and Local Explanations

Understand how each feature you select contributes to the model's predictions (global) and uncover the root cause of an individual issue (local)

Fiddler is a pioneer in AI Observability for responsible AI. The unified environment provides a common language, centralized controls, and actionable insights to operationalize ML models and GenAI and LLM applications with trust. Monitoring, analytics, and explainable AI capabilities address the unique challenges of building in-house stable and secure LLM and MLOps at scale. Fiddler helps you grow into advanced capabilities over time and build a framework for responsible AI practices.

Fortune 500 organizations use Fiddler across pre-production and production to deliver high performance AI, reduce costs, and be responsible in governance.

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