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Comrade Trustee Services Goes Live With Smartstream's Air, the AI Reconciliation and Data Automation Solution

WHY THIS MATTERS: In an era where institutional trust is predicated on data integrity, the back-office remains the silent powerhouse of financial stability. The transition from legacy, manual reconciliation processes to AI-driven automation is not merely an operational upgrade; it is a fundamental shift in how financial institutions maintain resilience. As firms grapple with increasingly complex, multi-format data environments—from unstructured PDFs to rigid legacy files—the ability to achieve straight-through processing (STP) has become the gold standard for operational efficiency. This move toward intelligent data automation allows organizations to reclaim thousands of hours previously lost to manual verification, enabling teams to pivot from high-friction admin tasks to strategic decision-making. For enterprises navigating global regulatory demands and rising member expectations, deploying AI-native reconciliation tools is no longer a luxury but a baseline requirement for protecting institutional capital and ensuring accuracy in high-stakes environments.

Smartstream, the trusted data solutions provider for leading global financial institutions and enterprises, today announces that **Comrade Trustee Services Limited (CTSL)**, trustee for the Defence Force Retirement Benefit Fund in Papua New Guinea, has gone live with Smartstream's Air, the AI reconciliation and data automation solution – cutting processing times from eight hours to under five minutes.

The go-live delivers a fully automated, straight-through reconciliation workflow, enabling CTSL to significantly improve operational efficiency, accuracy and auditability. CTSL operates in a complex data environment, reconciling multiple file types, including fixed-length files and PDFs, requiring advanced matching logic. To manage this and scale, CTSL adopted Air for its ability to handle diverse data structures, custom integrations, and ETL-based transformations, delivering high automation and match rates. This has replaced manual data collection and Excel pre-processing, cutting processing time and significantly improving efficiency and accuracy.

Freddy Manihoru, General Manager Member Services, Comrade Trustee

Services, said: “Moving to Smartstream's Air has transformed how we manage our reconciliation processes. What was previously a highly manual and complex task is now fully automated, enabling us to accurately manage our members' contributions and ensure that no contributions are missed or inconsistent. Implementing a robust reconciliation process has been critical for us to achieve better outcomes for our members”.

Radha Pillay, Regional Director, APAC, Smartstream, said: “We are pleased to support Comrade Trustee Services in modernising its reconciliation operations through Air. This go-live demonstrates how AI-driven data automation can address complex data structures and file formats, delivering measurable efficiency gains and improved accuracy. We look forward to continuing our partnership with CTSL as their needs evolve”.

Smartstream's Air uses AI to automate reconciliations, improve match rates and provide full auditability across complex and high-volume data environments, supporting scalability, control and operational resilience.

FF NEWS TAKE: This implementation is a compelling case study in the power of applied artificial intelligence to solve “invisible” operational bottlenecks. By slashing processing times so drastically, the move undeniably moves the needle for trust-based sectors where precision is paramount. We expect to see more institutional funds in emerging markets seeking similar automation partners to bridge the gap between legacy infrastructure and modern, scalable financial architecture. Precision and auditability are the new competitive advantages.