Agenda

Almawave
Conversation in action
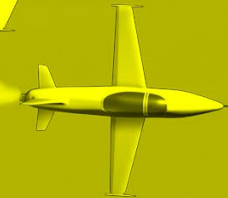
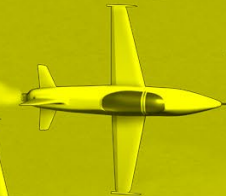Overview

Solutions & Services

Success cases

Almawave at a glance

Almawave
Conversation in action

AI Technology

State-of-the-art technology and distinctive competencies intertwined to deliver end-to-end solutions based on AI and integrated technologies
2 US patents
+30 enabled languages (text/voice)

CX Platform

A comprehensive platform of products for «holistic» customer experience insight and other business needs

iride
Conversation in action

Data Science & Big Data

Data Science & services to support strategic Digital Transformation business, combining state-of-the-art tech & advisory services on Big Data & Open Data

Digital Transformation

Process Reengineering
System Improvement
Implementation Planning

3 Countries

7 offices
4 in Italy
3 abroad

205 people

€16mln revenues in 2018

4 technology LAB
(language tech, speech solutions, contact management, PerVoice ASR)

PerVoice

13 product modules based on proprietary technology within a comprehensive platform, supporting over 100 projects and 20,000 agent positions worldwide

iride
Conversation in action

Market Analysts, Awards & Patents

Globally recognized by tech analyst coverage

Awards & prizes

- Frost & Sullivan Enabling Technology Leadership Award Customer Management BPO in EMEA
- CEO of the year Innovation & Leadership Innovative Solutions for Customer Experience
- MIT Technology Award Italy: Almawave among Top 10 Disruptive Innovation Companies
- Europe Business Festival for Innovation & Digitalization

Patents on technology

- Patent (US 9,864,995) – "Customer contact handling at a customer service system. Contact text and contact metadata is received from a user communication device. Semantic characteristics of the contact text are determined based on semantic analysis of the contact text. A user profile..."
- Patent (US 9,348,814) – "A customer service system for providing enhanced guidance and resources to service agents and providing an enhanced ability to select service agents that are best suited to address specific customers and specific customer needs, and methods for manufacturing and using same..."

Analysts & reports

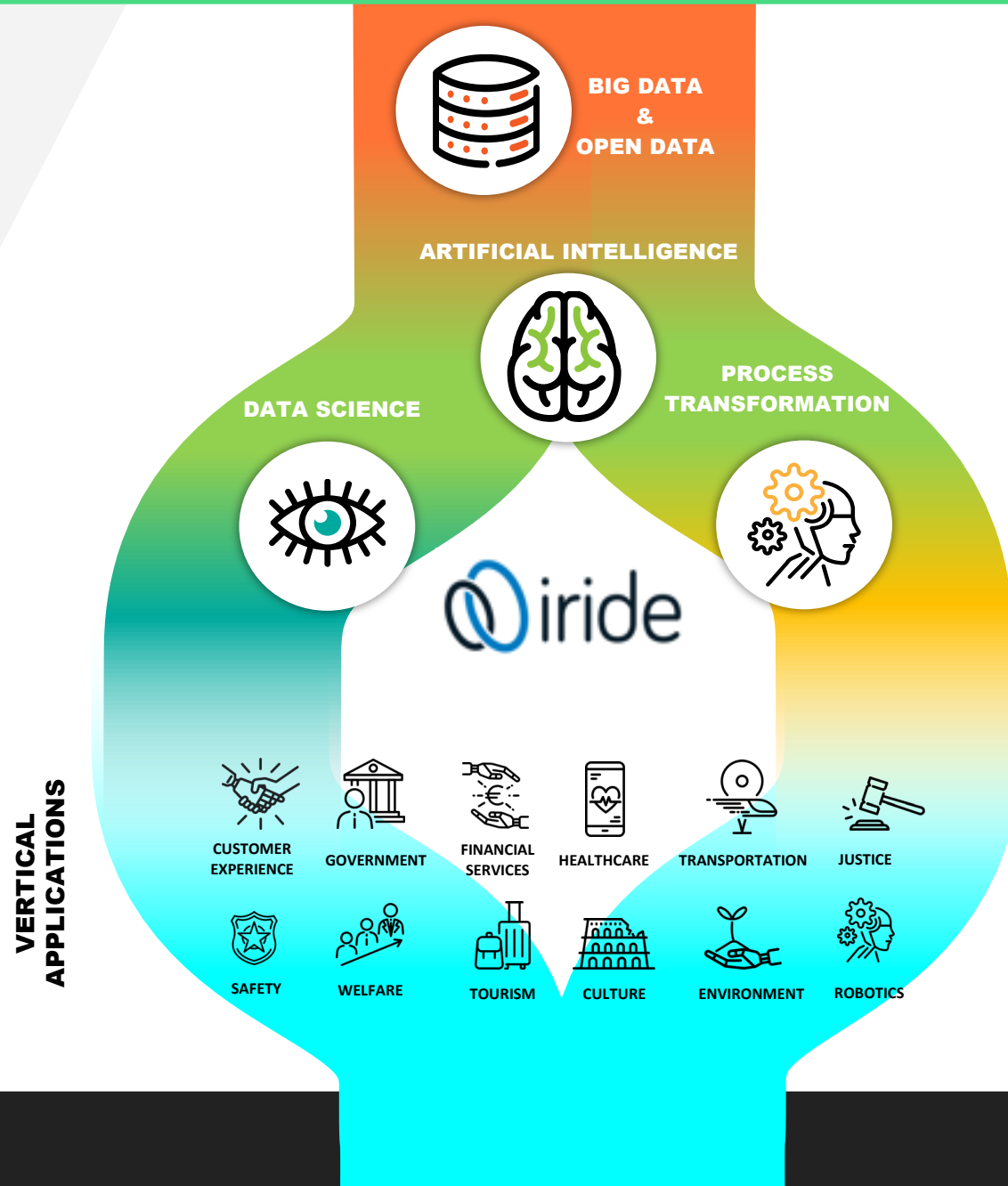| **+30**	**+50**	**4**	**2**	**1**
analysts reviewing Almawave	reports including Almawave & its proprietary technology since 2014 in different sectors and field of applications	analyst firms accounting Almawave technology and innovative vision in their reports	Hype Cycles (Hype Cycle for Analytics & BI, Hype Cycle for Data Science & Machine Learning)	Magic Quadrant including Almawave among worldwide leading visionary players on innovative technologies for CM BPO services

Almawave

Solutions & Services

AI-driven solutions, data science & tech-specific expertise

Combining high-tech & services focusing on vertical applications, providing a comprehensive understanding of service needs

iride

BIG DATA & OPEN DATA

ARTIFICIAL INTELLIGENCE

DATA SCIENCE

PROCESS TRANSFORMATION

iride

VERTICAL APPLICATIONS

CUSTOMER EXPERIENCE

GOVERNMENT

FINANCIAL SERVICES

HEALTHCARE

TRANSPORTATION

JUSTICE

SAFETY

WELFARE

TOURISM

CULTURE

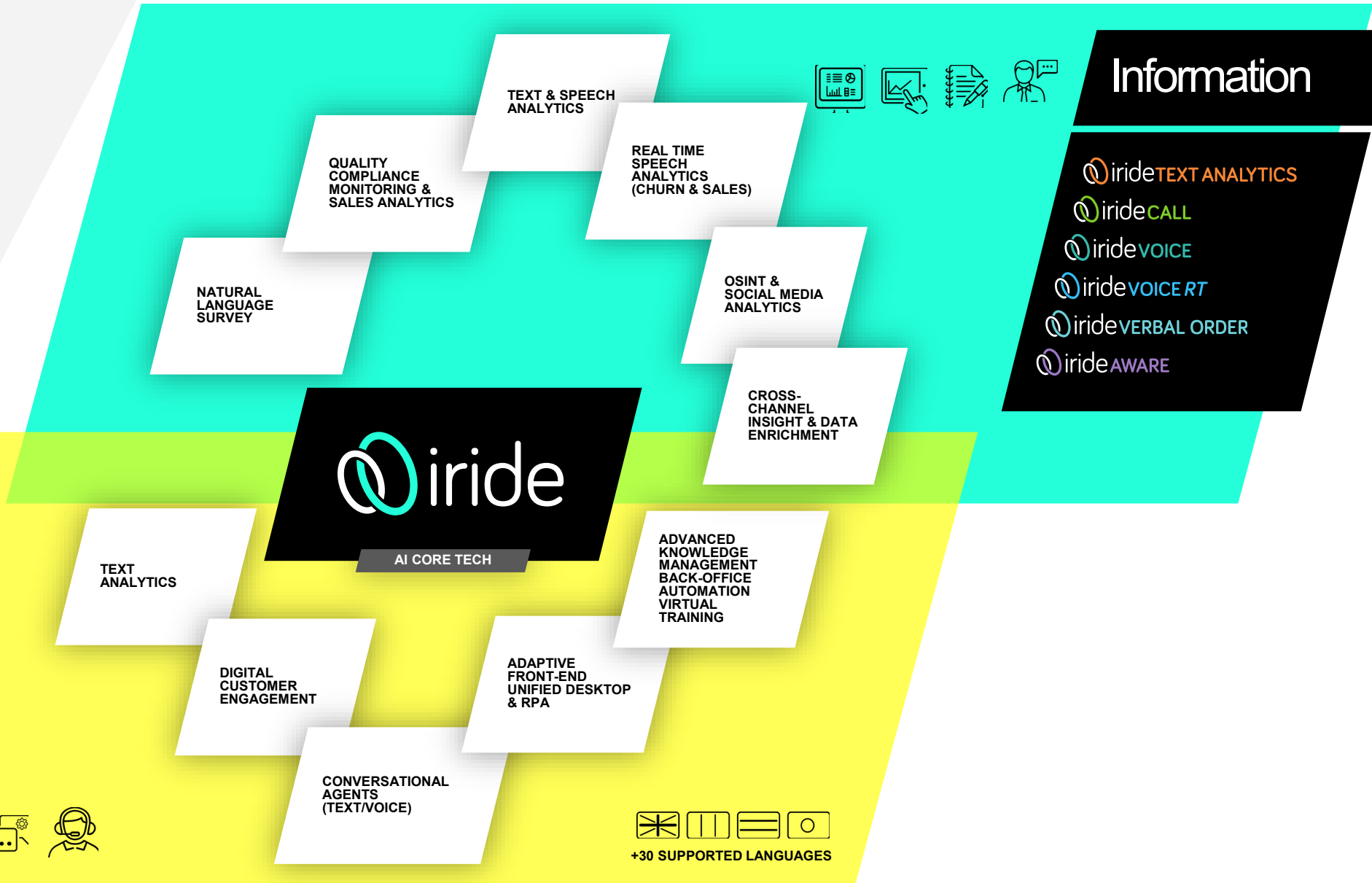ENVIRONMENT

ROBOTICS

+30 SUPPORTED LANGUAGES

Sample of key features

Language processing (text|voice)

Speech recognition/ RT speech

Ontological mapping & search

Conversational agent

Computer vision & OCR
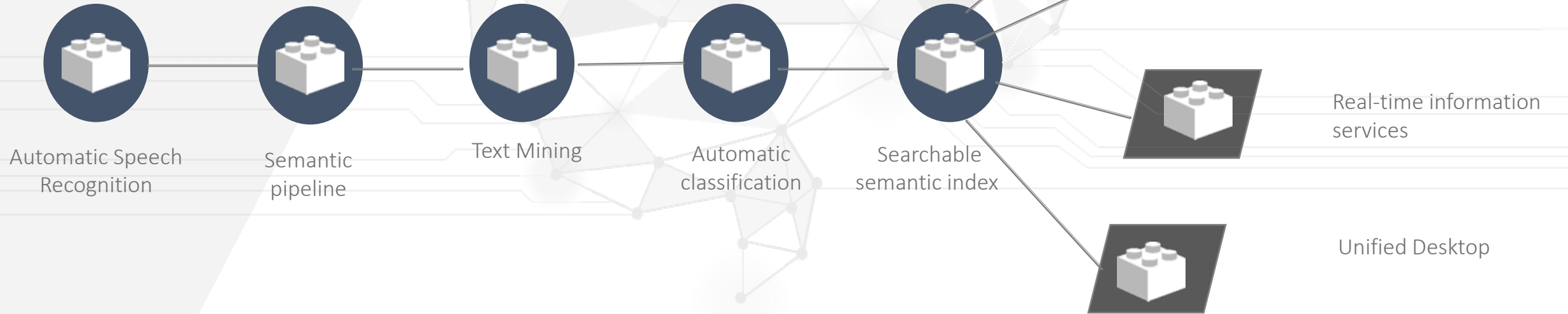
Content classification

RPA

Multi-channel technology

Almawave

AI-driven products, integrated with enabling technologies

An holistic platform for cognitive analysis & engagement based on language technology (voice/text)

Information

- ◐ iride TEXT ANALYTICS
- ◐ iride CALL
- ◐ iride VOICE
- ◐ iride VOICE RT
- ◐ iride VERBAL ORDER
- ◐ iride AWARE

Engagement

- ◐ iride CM
- ◐ iride BKO
- ◐ iride TEXT ANALYTICS
- ◐ iride WAVE BOT
- ◐ iride KM
- ◐ iride KMS
- ◐ iride TRAINER
- ◐ iride CHANNEL HUB

◐ iride

AI CORE TECH

TEXT & SPEECH ANALYTICS

QUALITY COMPLIANCE MONITORING & SALES ANALYTICS

REAL TIME SPEECH ANALYTICS (CHURN & SALES)

NATURAL LANGUAGE SURVEY

OSINT & SOCIAL MEDIA ANALYTICS

CROSS-CHANNEL INSIGHT & DATA ENRICHMENT

TEXT ANALYTICS

ADVANCED KNOWLEDGE MANAGEMENT BACK-OFFICE AUTOMATION VIRTUAL TRAINING

DIGITAL CUSTOMER ENGAGEMENT

ADAPTIVE FRONT-END UNIFIED DESKTOP & RPA

CONVERSATIONAL AGENTS (TEXT/VOICE)

+30 SUPPORTED LANGUAGES

Almawave

AI-driven products, integrated with enabling technologies

Technology focus on core AI and Language Technology capabilities

Automatic Speech Recognition

Semantic pipeline

Text Mining

Automatic classification

Searchable semantic index

Dialogue management

Advanced Analytics

Real-time information services

Unified Desktop

Almawave

Technology features on ASR, NLP, SSI

AUTOMATIC SPEECH RECOGNITION

Voice transcription by real-time speaker sorting

SPEECH ACQUISITION → AUTOMATIC SPEECH RECOGNITION → VOICE MORPHING & TEXT ANONYMIZATION → PDF Synch PDF audio/text

WAV
Speech file/metadata

ALSO AVAILABLE IN REAL-TIME

MRCPv2 communication standard enabling speech transcription and classification (if available)

- ♪ ACOUSTIC MODELS
- 📚 MULTI-LANGUAGE MODELS
- 👤 SPEAKER INDEPENDENT
- ✳ AUTOMATIC PUNCTUATION
- 👁 COMMAND & CONTROL
- 🏅 POST-PROCESSING CONTROL

32 different languages, among which:

NATURAL LANGUAGE PROCESSING

Artificial Intelligence for multi- natural language understanding
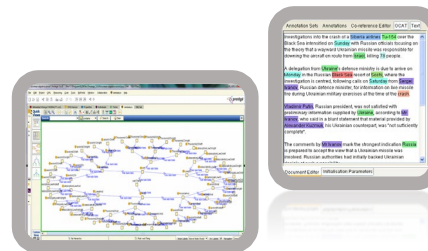
- 🔍 LANGUAGE DETECTION
- 🥧 MORPHOLOGICAL ANALYSIS
- 📖 SYNTACTIC AND PERIOD ANALYSIS
- ℹ ONTOLOGICAL REASONING
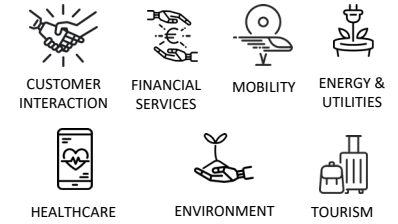- 👤 NAMED ENTITY RECOGNITION
- 😮 WORD-SENSE DISAMBIGUATION

29 different languages, among which:

SEARCHABLE SEMANTIC INDEX

Free-text search and drill-down to detail content (i.e.: individual voice note)

Federated search over any source

Language –independent [1]

Binary replacement documentation

- ⚛ SEMANTIC INDEXING
- 🧠 NATURAL LANGUAGE SEARCH
- 📋 QUERY EXPANSION/PREDICTION
- 🗂 SIMILAR DOCUMENTS & SEARCHES
- 🪝 SEMANTIC NAVIGATION&DISCOVERY
- RELEVANCE FEEDBACK
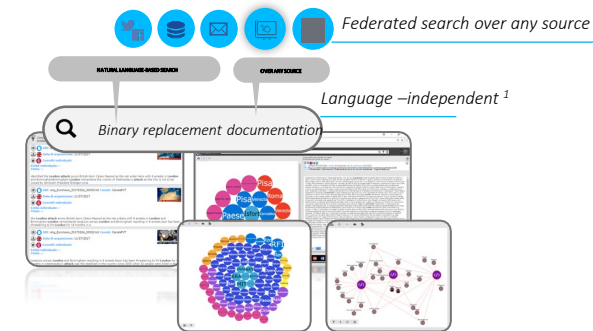
[1] Search in any language and multi-language set result

Almawave

Simplifying each journey, understanding the business potential leveraging on LT

CUSTOMER INTERACTION

FINANCIAL SERVICES

MOBILITY

ENERGY & UTILITIES

HEALTHCARE

ENVIRONMENT

TOURISM

32 languages

iride

Easy Interaction

Information Hub & Analytics

Simplified search

Multimedia monitoring

Success cases

Almawave

The power of NL classification to simplify the process

GOV

Accident classification according to **esaw coding**
(European standard for accident at work based on 6 level of classification)

- Assisted automated classification of accident-at-work notifications

- Integration with the notification management system

- Dramatic reduction of unclassified events

"Best practice" in technology innovation award project for safety and prevention purposes ("ISSA-GOOD PRACTICE AWARDS EUROPE 2016")

ACHIEVED BENEFITS

Over 90% automated classifications resulted compliant to EU standards

APPROVED

Since 2014
Over 400 code numbers

CERTIFICATE OF MERIT

ISSA GOOD PRACTICE AWARDS
EUROPE COMPETITION 2016

THE CERTIFICATE OF MERIT IS AWARDED TO:

NATIONAL EMPLOYMENT ACCIDENT
INSURANCE INSTITUTE, ITALY

For The semantic engine ESAW-IRIDE: Accident analysis in support of prevention

Stockholm, Sweden, 18 April 2016

Almawave

Cognitive technologies for a new approach on field management

Information retrieved from push-to-talk

- Voice note transcription
- Difformity types (multi-catalogue classification)
- Geo-location
- Difformity-related KM range (from Km to Km)
- Technical site
- Urgency

Starting from a recorded voice note (push-to-talk)...

ACHIEVED BENEFITS

Better focus on process, operation efficiency, and content enrichment

APPROVED
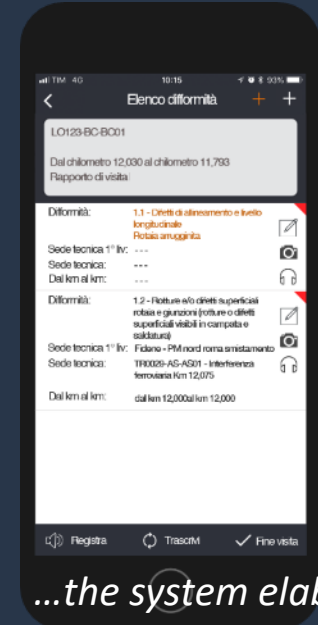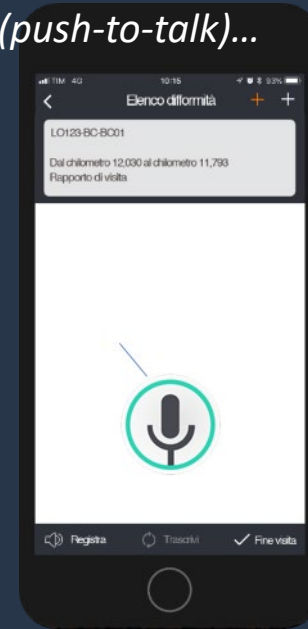
...the system elaborates and suggests information while typing

Almawave

Voice of the customer at your fingertip

A comprehensive platform to deep-dive the voice of the customer

- Understanding of reason& identification of most frequent concepts/topics
- Content analysis over conversation and access to audio/text detail
- Natural language-based search over any conversation

ACHIEVED BENEFITS

Churn prevention analytics
Operation increase
Reduced time to info answer, search and share
Customer mood detection

APPROVED

VOICE + CHAT

SEMANTICS & STATISTICS

Almawave

An End-to-End platform to transform technology support
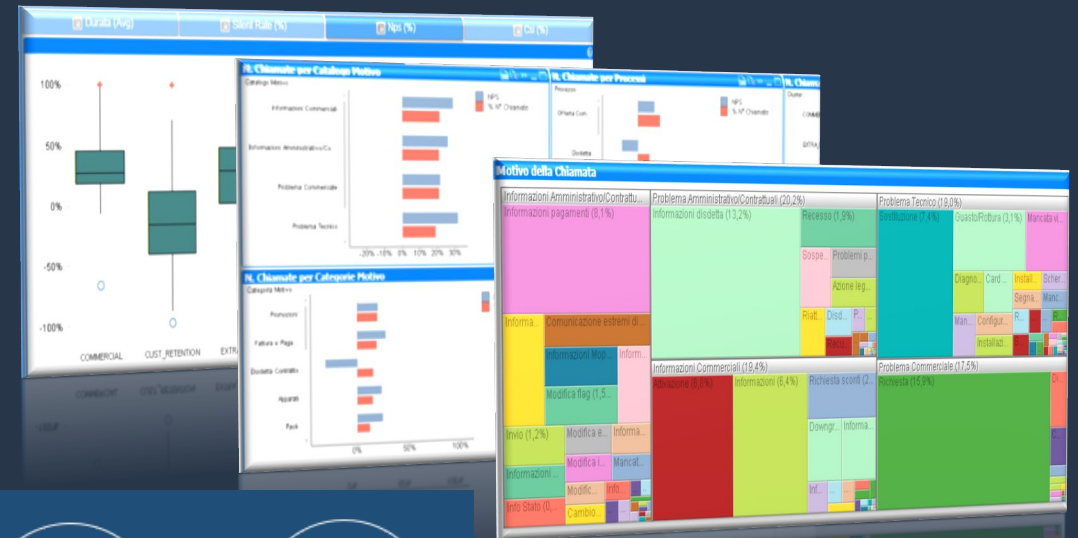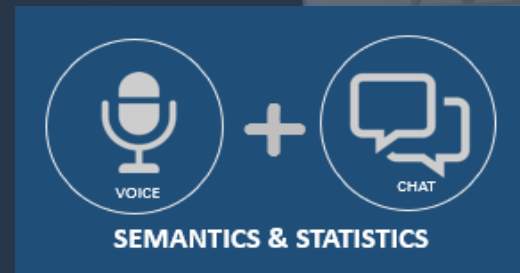
Multi-channel semantic-driven platform, enriched by AI tool for virtual assistance and process simplification

- Integrated multi-channel approach to ease interaction
- Natural language understanding and automated content classification
- Language management (automated inteaction with BOT)
- Integrated BI integrata and knowledge management

ACHIEVED BENEFITS

Process automation through automated request classification

Insurance agency networking

Faster search of information

APPROVED

Almawave

www.almawave.it