

AI INNOVATORS



Microsoft Partners shaping the future.

AI is becoming an ever more important part of our lives.

Many of us are already familiar with its everyday applications, such as decluttering our inboxes with spam filters or receiving personalized shopping recommendations. Yet, whether it is powering a new generation of self-driving cars, guarding us against fraud or helping doctors better diagnose health conditions, AI's transformational abilities are being felt in increasingly ubiquitous and innovative ways.

AI's impact is beyond our everyday experiences – it is reshaping organizations and industries too. Lengthy, complex, process-driven tasks that once took hours can now be performed almost instantaneously. Vast data sets can be collected, analyzed, and acted upon within minutes. And customer experiences can be streamlined and digitized across a wide variety of sectors.

A select group of companies that are displaying the most courage and foresight when reimagining their businesses — the AI Leaders— are growing significantly faster than companies that lag in AI adoption.

To achieve that, those companies need to join forces with the right partners. Partners willing to innovate, to push technology to its limits. Partners having invested their energy and talent on what is the hottest technology of our time, AI.

Our partner team here in Microsoft Greece, Cyprus and Malta is working with multiple partners building and selling advanced solutions to address today's challenges to our mutual customers. AI has opened new areas to work with those partners to develop solutions that appeal beyond our borders, across the world.

We are proud to present in this report a wide range of AI solutions from 15 Greek and Cypriot Microsoft partners. As we are actively working with those partners to develop and co-sell their solutions across the world, we hope this will serve as an inspiration to Start-Ups as well as established software and solution providers to work with our partner team to build the strongest AI ecosystem across Greece, Cyprus and Malta.

At Microsoft, our mission is to empower every person and every organization on the planet to achieve more. In the case of AI, we are helping our partners to harness its potential both technologically and commercially. Wherever you are along that path, we hope you find this report valuable in guiding the way ahead.



Christodoulos Papaphotis
Commercial & Partner Director
Microsoft Greece, Cyprus & Malta



Microsoft vision for AI is a vision of empowerment.

Microsoft AI is not a product in a box; it is fundamentally much more than that. It encompasses three aspects:

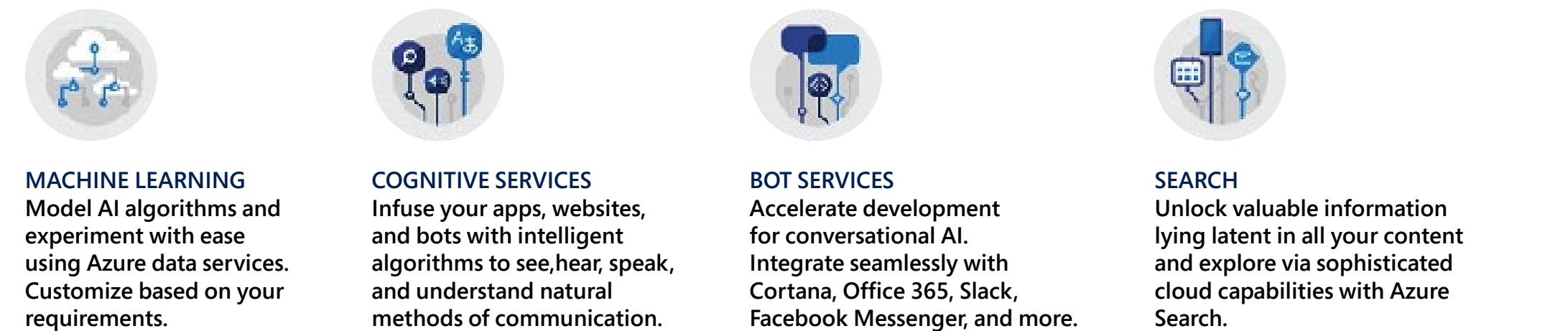
1) **Developers:** Empowering developers to learn and create AI and, as a result, innovate responsibly. We believe that a strong developer ecosystem is vital to unlocking new experiences, either through infusing AI into existing applications, or by creating new AI-powered applications.

2) **Organizations:** Empowering organizations to redefine themselves through AI. We foresee that through bringing AI to every application, every business process and every employee, organizations can achieve more than they ever thought possible. This will have a profound effect, as it will transform industries and redefine customer experiences.

3) **People:** Our vision extends beyond business. AI has a tremendous potential to tackle societies' greatest challenges. Our vision is to empower people to leverage AI to positively transform society. There are no limits to what people can achieve when technology reflects the diversity of everyone who uses it, and AI can be a powerful tool for increasing access to information, education, employment, government services, and social and economic opportunities.

AI has been a part of our story the last two decades, as we have invested in the building blocks of AI for 25 years. As early as 1997, we used ML to categorize regular mail versus junk mail. In 2008 and 2009, we launched Bing Maps and Bing Search, respectively. In 2010, we launched Kinect and the list goes on. We continue to infuse AI into our products today, from facial recognition via Kinect and Windows hello, to various advanced threat detection capabilities. We also have real-time translation while you are speaking in PowerPoint. All these developments are only some examples of an explosion of AI Breakthroughs over the past two years that have resulted in reaching Human Parity across vision, speech, machine reading, and translation, all of which are enabling amazing new experiences.

Microsoft AI has four building blocks as outlined in the below figure.



- ❖ Machine Learning encompasses a set of tools, services and infrastructure for fast, reliable and collaborative building, training and deployment of the models that underlie AI applications. It is worth noting that we have actively made the decision to be committed to having an open ecosystem when it comes to AI, giving developers and data scientists the freedom to choose the framework they prefer for model development.
- ❖ Cognitive Services revolve around teaching machines how to make intelligent decisions and make informed predictions leveraging natural methods of communication like vision, speech, and language.
- ❖ Bot services provide the capability to create conversational agents for enhancing customer experiences and engaging with audiences especially when coupled with cognitive services.
- ❖ Search consists of cutting-edge AI to deal with the challenge faced by many organizations, i.e. having vast amounts of data that are not indexed or used to find interesting patterns and relationships and eventually extract value and actionable insights.

We have a unique opportunity to take some of the best technology and use it in a way to transform the world for good. As Microsoft, we have gained tremendous momentum thus far with many organizations building AI solutions using our technologies, including leading organizations across a variety of industries. All these organizations are using AI to drive digital transformation. Our commitment is that we will keep innovating with AI, while ensuring openness and trust.





Security systems, beside technical limitations such as limited area monitoring, have one major flaw. They need a responsible party to monitor the camera feeds and identify abnormal or suspicious behavior. While this will probably identify an incident almost real-time, it is still vulnerable to human error due to fatigue, distractions and other similar factors or misinterpretation. Furthermore, it is extremely costly to have surveillance staff employed round-the-clock. Most of the security systems simply settle for continuous recording, to investigate an incident and determine the cause - after the fact.

THE AI SOLUTION

CANDI's AI Security Monitoring System acts as a second pair of eyes and identifies real-time abnormal behavior. It can also be trained to identify illegal or forbidden items according to your needs, by using the latest Microsoft Azure Cognitive Services technology.

Everything the system identifies is logged and presented in a modern interactive dashboard. It can also monitor different locations simultaneously and present different level of warnings for each location. In case an incident is identified, the system notifies the user in charge via the Dashboard and email or SMS. It also presents the user with several actions to perform, like opening the camera feed to identify the incident or sound an alarm. The user can also flag the incidents as false or true, in order to further train the system and improve its accuracy in real world conditions.

Some Use Cases for Face and object recognition

- ❖ Security and Surveillance- Real-time facial identification. Monitor large groups of people and rapidly identify potential security threats at airports, public spaces or sports arenas using real-time face – object detection and blacklist check.
- ❖ Access control- Constant people and property protection. Provide a safer environment for your employees and visitors by using facial biometrics to control access and accurately monitor individuals on your premises.
- ❖ Retail analytics - Marketing data collection for the retail sector. Carry out comprehensive analysis of in-store customers using facial biometrics to provide demographic information. Easily analyze how many people enter retail premises, time spent in-store, gender split, age demographics and much more. Build up a profile of customers and calculate visit frequency, conversion rates, seasonal trends and outliers.
- ❖ Loyalty programs - Improved VIP customers experience. Improve your VIP customer experience utilizing facial recognition. Identify the key clients and customers immediately after entering your premises and provide them with special services. Automatically create lists of return customers and reward the right ones accordingly.

ABOUT US

CANDI - Advanced Business and Digital Solutions is one of the major custom solution providers in Greece with more than 15 years of experience and a Microsoft Gold partner. CANDI offers a wide array of solutions customized for a range of key verticals and horizontals in the IT industry. CANDI is not just a software house; it is the perfect solution partner. Our company's approach of "You think about it; we build it for you" is the perfect mantra for the work we do. Our implementations have benefited organizations in creating the best solutions along with major cost savings in the areas of Custom Software Development, Mobile Applications, SharePoint/Teams and Reporting Solutions.



Ticketing systems for museums, concert halls, stadiums and other types of leisure venues must be highly reliable, easy to use, and available at all times in order to increase sales and retain customers. They must offer adaptive and engaging communication patterns and be reachable through customers' favorite social channels. The online primary ticketing market is projected to grow to 5 billion dollars by 2021. Competition will accordingly increase and the chance to stand out among competition relies in the quality of services and in the innovative solutions provided today.

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THE AI SOLUTION

T-Bot is Dot.Cy's intelligent agent for communication between companies who sell tickets (such as museums, cinemas, leisure venues and stadiums) and their clients. T-Bot fully integrates with the dotTicketing platform, a comprehensive ticketing system based on Dynamics 365 Customer Engagement and it interacts autonomously to provide business related information, manage the booking and delivery of tickets, while it can handle related services such as newsletters registrations.

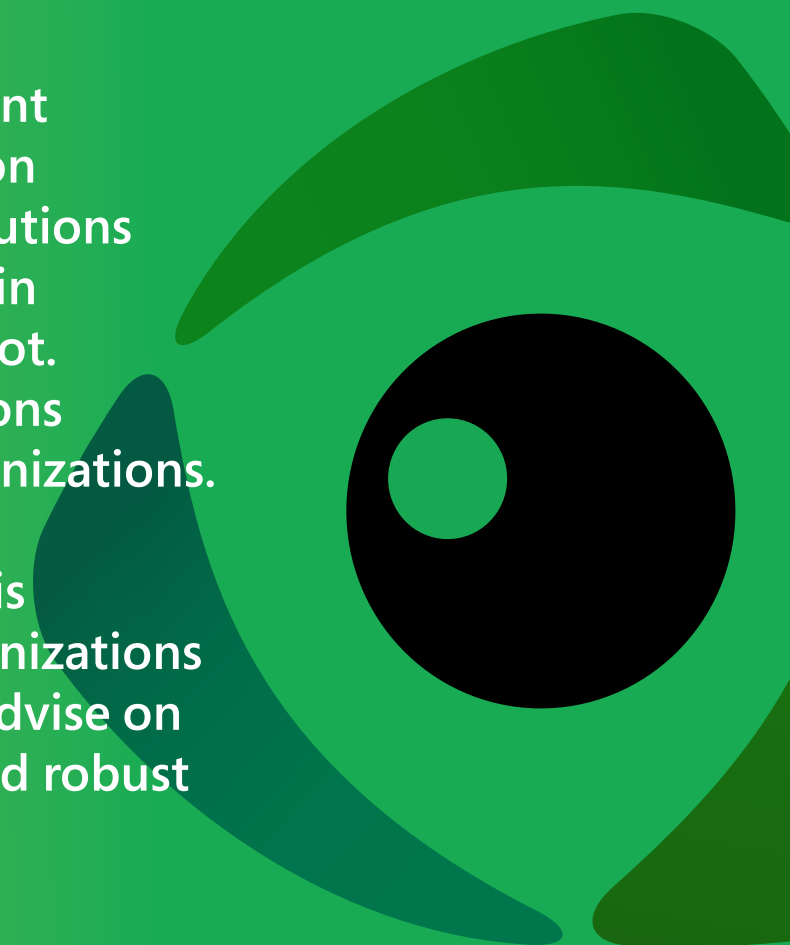
Based on Microsoft Bot Framework and deployed on Microsoft Azure, T-Bot scales up transparently, providing a perfect balance between performance and cost. By using Microsoft cognitive services, T-Bot can interpret human language, identify intents and emotions and act accordingly. All of this through customers' preferred social channel and language.

In addition, T-Bot helps drive the business to the future. By collecting and analyzing customer interactions, it provides valuable insights into their needs. By monitoring their preferences and building their profiles, T-Bot can recommend the most suitable newsletters or event, increasing customer retention and satisfaction.

ABOUT US

Dot.Cy, a Microsoft Gold Partner in Dynamics 365 for Customer Engagement (CRM), was founded in 1999 with a Gold Partner status since the first version of Dynamics CRM/365. Since then, Dot.Cy has been providing business solutions in the region using Microsoft platforms and technologies. Headquartered in Nicosia, Cyprus -with regional offices in Dubai, UAE and Athens, Greece- Dot.Cy is one of the leading providers of Dynamics CRM and xRM based solutions in the region, serving the CRM needs of some of the most prestigious organizations.

Dot.Cy has extended Microsoft Dynamics 365 Customer Engagement and is providing industry-specific solutions to some of the most prestigious organizations in the region. The company's consultants help model business processes, advise on best practices, and implement and support CRM strategies on a reliable and robust platform.





Efficient demand and stock management in retail chains, where the available stock must be allocated to pending customer orders and cover the replenishment needs of stores using intelligent scenaria / scripts / algorithms. At the same time, warehouse status data (deficiencies, sales, etc.), sales analysis and sales forecast reports must be available at any time per point of sale.

THE AI SOLUTION

Entersoft CRM Segmentation Builder is a powerful tool, with a graphical user interface, which allows you to easily create client segments based on their characteristics and buying behavior, while its results can be used for marketing campaigns.

Its online operation with Entersoft ERP (without "interfaces", etc.) and Entersoft Machine Learning Services, running on Microsoft Azure Machine Learning Servers, provides better insights on the likelihood of purchase of specific customer segments. Customer Clustering and Classification, Feature Importance and Churn Ratio through Machine Learning services can also deliver more tailor-made campaigns.

The powerful "stock allocation" process of Entersoft EBS supports typical and ad-hoc clients, along with store and order prioritization scenarios, based on which the available stock is allocated to orders and then reserved accordingly. As a final step, orders are assigned to and executed by the Warehouse (in Entersoft WMS) through a fully automated end-to-end process.

Furthermore, Entersoft EBS automatically generates transfer orders (between sites) by applying "re-distribution" algorithms that take into account a dynamic, flexible and highly- configurable stock policy aiming to optimize stock levels in stores and warehouses (not only in the company's own stores but also partner stores, monitored by different legal companies). In addition, with the help of Demand Forecasting and Delivery Accuracy Estimation based on Entersoft Machine Learning Services running on Microsoft Azure Machine Learning Server, Supply Chain Management can become more efficient and better optimized.

Finally, in order to meet the need for the uninterrupted operation of retail stores, even when communication with the central system is not possible, Entersoft Retail can also work on a local application server both offline, with synchronization and online reopening when communication is restored - centralizing all data for processing, sales analytics, etc. with ready synchronization processes, even between different databases or companies (of franchises).

REFERENCES

Calin group, Shop and Trade.

ABOUT US

Entersoft S.A. is a leading business software and services provider in South East Europe and the Middle East. It offers a comprehensive and integrated business software suite with ERP, CRM, WMS, Retail, Mobile, E-Commerce and B.I. applications. The suite is developed on the latest Microsoft .NET® technology and is available for on premise or on cloud installation, while can be used either as a licensed product or as Software as a Service (SaaS).



The customer journey describes the various touchpoints customers interact with when contacting your business. Each interaction is an opportunity to strengthen your relationship with your customer. It is an opportunity that is often missed or, in the worst cases, results in a negative interaction that damages your business.

Poor customer experiences are the result of fractured customer engagement systems which are simply unable to deliver full transparency and visibility needed over the entire customer journey.

Delivering quality customer experiences throughout the entire customer journey is the single biggest common challenge in business today. Two negative experiences are enough to convince almost 40% of customers in banking, auto, retail, insurance, energy and telco to switch suppliers. Worse still, 82% of these people go on social media to share these negative experiences with more than five other people.

THE AI SOLUTION

By developing AI-driven tools, ImpactTech has built an end-to-end suite of solutions that cover every step of the customer journey. They enable a business to take control of the entire customer journey and deliver a personalized experience at scale.

The definition of good customer experience differs from person to person. Therefore, delivering a positive and personalized customer experience to every individual is the most important competitive advantage in business today.

It is now possible to visualize the entire customer journey on a customer-to-customer basis. Our solutions use artificial intelligence (AI) to deliver personalized recommendations and suggestions at scale – even if your enterprise serves millions of customers.

With our solutions your business will acquire new customers more efficiently. Interactions with your customers will be based on a complete understanding and context of their previous interactions which are guided by recommendations and suggestions delivered by the platforms. Effectively reduce churn by identifying the interactions that undermine the trust between your business and the customer. Successfully identify upselling opportunities by revealing customer needs.

Our unified range of AI-driven Business Intelligence solutions are available to all organizations and compatible to every industry.

Benefits:

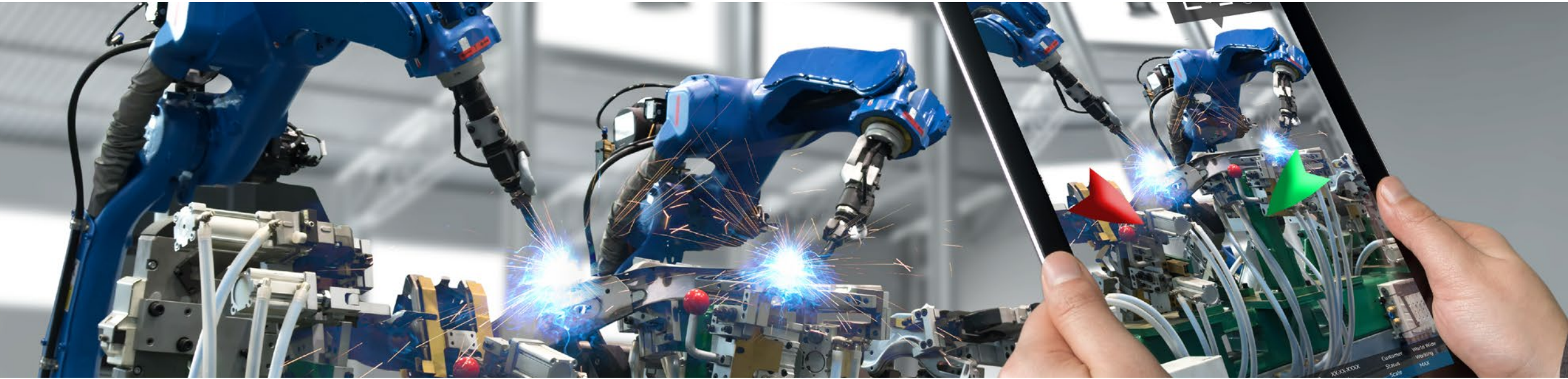
- ▶ Acquire new customers quickly and cost effectively.
- ▶ Retain customers over the long haul.
- ▶ Upsell to customers to increase LTV.
- ▶ Reduce churn.

REFERENCES

- ▶ UNICAF, Admiral Markets, RoboMarkets, NordFX, INFLYX, Swiss Capital markets, FXB Trading.

ABOUT US

We develop AI and Big Data driven technologies into innovative Business Intelligence solutions that serve a wide variety of industries including finance, education, gaming and health. Our solutions extract insights from data to deliver recommendations and suggestions at every step of the customer journey and they form an end-to-end suite of fully integrated products. We were recently recognised with the award of 'Best Automated Performance Tool' at LS18 for enabling companies to compete at the cutting edge.



In today's competitive environment, industries are constantly looking for ways to improve efficiencies, reduce costs and enhance product quality.

Since each factory has many devices producing data, more and more product manufacturers realize that data analytics and data-driven decision-making is a crucial factor for staying ahead of the competition.

Their primary motivator for adopting Internet of Things (IoT) Analytics is to leverage:

- ❖ Insights for improvement and optimization of production process.
- ❖ Real-time usage/performance data to drive better and more cost-effective factory operations.

THE AI SOLUTION

InTTrust S.A., as a trusted digital solutions provider and multi cloud integrator, and SABO S.A. a worldwide leading company specializing in the construction of turnkey plants and machinery, worked together in order to build a platform (RDA System) for acquiring, manipulating and live streaming IoT data. Platform's key objective is to extract business value by delivering insights, helping manufacturers understand machine usage, performance, failures, operating conditions and other critical KPIs.

- ❖ The platform utilizes Azure IoT Hub, Stream Analytics and Power BI to provide real-time machine data streaming and analytics, personalized reports and dashboards with KPIs accessible anytime on any device.

SOLUTION BENEFITS:

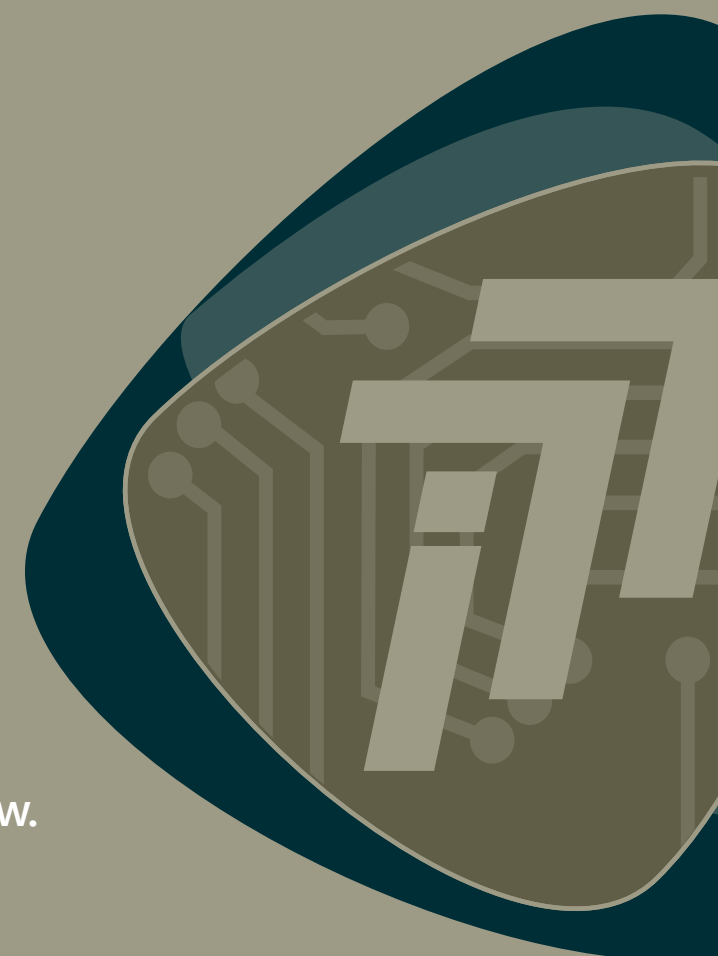
- ❖ Improve factory efficiency: Reduce costs and increase machine efficiency by reducing unplanned machine downtime through provision of events/alerts and a calendar for proactive machine maintenance, increase production through detecting production issues in real time.
- ❖ Tailored solution: Platform configuration based on customer specific requirements.
- ❖ Improved customer experience: Access your personalized reports anywhere from any device and respond quickly.

ABOUT US

InTTrust S.A. is a trusted digital solutions provider and multi-cloud integrator.

The company has doubled its revenues and personnel in the last 3 years by delivering high quality services that support customers' digital transformation journey. InTTrust offers optimization of IT infrastructures and operational processes, SAP HANA implementations, hybrid cloud and productivity solutions, 24X7 managed services for monitoring and support, Cybersecurity and GDPR consulting services, data management, analytics, IoT and AI solutions.

InTTrust is a Microsoft CSP Direct Partner since 2017 and Gold Certified Partner for Cloud Productivity, Cloud Platform, Content & Collaboration, Datacenter & Application Development. Microsoft named InTTrust as 2018 Partner of the Year for Greece, honoring InTTrust's financial performance and technical know-how.





Senior Management in the Global Maritime industry is under increasing and relentless pressure. Major concerns on costs reduction such as fuel consumption and the growing demand for regulatory compliance, as well as the limitations of the crew capabilities, are driving the industry to urgently reduce the complexity of their procedures.

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THE AI SOLUTION

METIS brings to the Maritime market the ultimate Ship Performance Management solution powered by AI, for real-time Diagnosis/Prediction of Fleet Performance Monitoring and automated Data Acquisition, towards the new era of Smart Shipping.

The First Cyber Personal Assistant for Vessel Monitoring & Management is now a reality. METIS Virtual Agent interacts with its colleagues in the Maritime company via Natural Language Processing, dramatically decreasing the time required for daily decision making, increasing information reliability about Vessel Performance Analysis, Engine and Cargo monitoring, Operation Safety and Regulatory Compliance.

Artificial Intelligence enables the efficient facilitation of information-flow between vessels and people onshore. This technology, already serving many customers around the World, takes over the tedious, time-consuming procedures and actions requiring expertise and special training, to ensure more productive time for the skillful personnel of the Maritime Companies.

REFERENCES

Our customer base includes leading shipping companies in Europe and currently aggressively expands to the South East Asia region.

ABOUT US

METIS Cyberspace Technology SA is specialized in the fields of IoT, Cloud Computing and Artificial Intelligence, adapted to the specific requirements of the Global Maritime industry.

METIS incorporates fully automated, accurate and reliable Data Acquisition combined with Cyber cloud-based Virtual Agents analyzing operational or engineering processes and providing useful feedback in the form of analysis conclusions and events detection.

METIS Agents are highly experienced Virtual Personal Assistants who work restlessly 365/24/7 and inform automatically and accurately the right employee.

METIS detects noteworthy events, calculates Key Performance Indicators, makes complex prognostics and diagnostics powered by Machine Learning technology, prepares reports and proposes corrections to achieve the desired optimum performance.

The potential reductions in the operational expenses of a Maritime Company are very large and, in some cases, total expenses could be reduced almost by half.

Maximizing Profitability is about using minimum resources for ensuring maximum efficiency of engines, optimizing routes, improving cost-effective operation of equipment onboard and of course, minimizing fuel consumption.

Our mission at METIS Cyberspace Technology is to significantly contribute with Value-Adding solutions to the inevitable evolution of the maritime sector to induce a rapid technological progress.





The cyber-threat landscape is rapidly changing. The volume, velocity, sophistication and impact of cyber-threats are skyrocketing. This generates a cybersecurity gap, a “Detection Deficit” (time between breach and discovery), which exposes organizations’ valuable information and assets to alarmingly high cyber risk.

Real-time visibility of organizational security posture becomes much more difficult and of paramount importance since their networks, systems and application environments become more complex, expand geographically and are hosted either on premises and/or on cloud computing platforms (PaaS/IaaS).

As a result, these environments generate huge amounts of heterogeneous log and event data sets from diverse systems, network devices (in physical and/or virtual form), and applications, from a plethora of vendors found either on-premises and/or in cloud computing platforms. These diverse log and event data sets need to be collected, processed and intelligently analyzed to provide timely and helpful feedback for the detection of and response to targeted attacks and data breaches.

THE AI SOLUTION

Odyssey addresses the above challenges through the implementation of next-generation SIEM-as-a-Service (SaaS), on premises and/or in cloud computing platforms (PaaS/IaaS), such as Azure, which utilizes powerful Big Data Advanced Security Analytics coupled with Machine Learning, Artificial Intelligence and User & Entity Behavior Analysis (UEBA) modeling.

ClearSkies™ SaaS NG SIEM enhances the capability of processing, analyzing, visualizing and correlating huge amounts of heterogeneous log and event data sets collected from diverse systems and devices (in physical and/or virtual form).

These data sets are further analyzed and correlated against an equally gigantic pool of Threat Intelligence and vulnerability information for the detection and response to targeted attacks and data breaches, together with user suspicious and/or malicious activity, which would otherwise go undetected by traditional SIEM systems, thus minimizing the cybersecurity gap “Detection Deficit”.

By doing so, ClearSkies™ SaaS NG SIEM provides real-time visibility of an organization’s security posture and compliance status, whether these systems or applications are hosted on premises and/or on cloud computing platforms (PaaS/IaaS).

Furthermore, ClearSkies™ SaaS NG SIEM provides the following comparative advantages for which traditional SIEM systems are no match, including:

- ❖ Built-in Intelligence with the use of Advanced Security Analytics (Machine Learning & Artificial Intelligence)
- ❖ User & Entity Behavioral Analysis (UEBA)
- ❖ Global Threat Intelligence
- ❖ Vulnerability Assessment integration
- ❖ Hybrid license model, combining SIEM with MSS/MDR
- ❖ Adaptive correlation capabilities
- ❖ Zero upfront investment
- ❖ No hardware obsolescence
- ❖ No administration and ongoing maintenance
- ❖ Fast implementation that brings immediate results

The above are all capabilities offered by ClearSkies™ SaaS NG SIEM, which drastically increase the efficiency and effectiveness of this pivotal cybersecurity tool.

ABOUT US

Odyssey. Dedicated to finding possible solutions to impossible challenges.

Founded in 2002, Odyssey is a pure-breed cybersecurity company focused on helping organizations manage their cyber risk. It consistently meets and exceeds customer expectations through a pioneering and comprehensive approach to cybersecurity, and by constantly staying abreast of industry trends.

Offering flexibility and scalability, Odyssey’s innovative solutions, services and products are tailored to customers’ individual needs and challenges, irrespective of industry, size or complexity.

Its high-profile customers come from diverse fields. Thus, Odyssey solutions are proven in each sector’s individual cyberattack vectors, compliance requirements and cyber-threat idiosyncrasies.

The company’s fast expanding presence includes offices in Cyprus, Greece and the US, as well as an extensive network of partners and resellers in the Middle East and the Balkans.

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Companies with customer service desk employees receive more than 1000 emails per day and they have no way of identifying the most urgent emails and which ones they should open first.

The long response time frequently leads to customer dissatisfaction and other escalations.

All emails arrive into a central inbox, while an email can be forwarded up to nine times before reaching the right department or person. This wastes a lot of time, causing frustration among employees.

THE AI SOLUTION

To meet the needs of those companies, Office Line built an AI email classifier which recognizes the topic of an incoming email. The incoming email is being ranked according to a custom urgency score based on known topics. This ranking allows the service desk employee to focus on the most important emails. Each topic is also linked to a specific department or person, so the email can automatically be forwarded to the right recipient.

Office Line developed a robust agent capable of receiving and extracting information from a mailbox, interacting with the AI service and redirecting the enhanced e-mails to the corresponding outbox. Both structured and unstructured e-mails are provided to train the AI system under supervised learning. Advanced AI techniques are used to classify and enrich e-mails. Then, the training switches to real-time processing and classification of the e-mails for further improvements.

This solution has 89% accuracy, drops the response time on urgent emails from 6 hours to 2 hours, whereas the average forwards drop to 2, instead of 8.

ABOUT US

Office Line S.A. is an internationally recognized leading Cloud Solutions Provider and Digital Transformation company, empowering customers' specific business needs. The company was founded in 1997 and has been an early innovator in the IT integration and services provision sector. The company provides comprehensive valuable solutions targeting a wealth of features that help organizations respond to real time challenges, no matter how complex or specialized the business requirements are.

Office Line can directly service its clients through an extended network of partnerships with international distributors, value added service providers, mobile operators and system integrators. There is a significant number of global projects and named multinational companies that have selected Office Line's solutions, from the sectors of retail, banking, pharmaceutical, shipping, law firms, travel agencies, constructor companies and more.

Our unique comprehensive offering makes us the Partner of choice for an enterprise or organization who looks to extend business profitability and its engagement with customers and partners, including:

- ❖ Advanced Data Analytics & Artificial Intelligence
- ❖ Digital Transformation Consultants
- ❖ Cloud Solutions Provider
- ❖ Enterprise Security Solutions
- ❖ 24x7x356 Support Services
- ❖ Business Intelligent Modernization

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Omilia

Conversational Intelligence

Enterprise-scale speech assistant platforms are facing many major issues. Speech technology with predetermined flow structure; Interactive Voice Response (IVR) menu trees with limited self-service availability and usage; Multiple misrouted calls and transfers; Multiple technologies contradicting each other and Multiple apps overlapping services. All the above lead to unhappy and often confused customers, complicated and inefficient customer journey/experience and costs upon costs.

THE AI SOLUTION

Omilia's Omnichannel Virtual Assistant platform provides a seamless, human-like, end-to-end conversational experience for customer care and self-service across all channels (IVR/voice, social messengers, web-chat, smart speakers, mobile app, email, SMS).

One platform, one integration - all channels, all formats; same conversational experience across all channels. Companies develop their solution once and then leverage horizontally, whereas the dialog manager "remembers" what has been discussed and understands ambiguous dynamic and indirect references.

We offer the whole set of technologies -including ASR, IVR, DM and VB- all fused under one single platform achieving a fully optimized customer experience.

Omilia aims & succeeds at Redefining Human to Machine Communication Experiences.

REFERENCES

- ❖ Conversational AI Virtual Assistance, Royal Bank of Canada
- ❖ Customer Care, Vodafone
- ❖ Contact Center, Eurobank EFG
- ❖ Customer Service, Alfa Bank

ABOUT US

Omilia is the world's leading expert in speech and natural language understanding with 17 deepASR® languages, 27 full deployments in 15 countries, offering both on-premise and Cloud hosted solutions for end-to-end conversational AI-powered Virtual assistants and bots that work at a better-than-human level.

At Omilia we have developed our own - 100% proprietary - stack of conversational AI technologies, including a deepASR®, deepVB®, OmIVR® and DiaManT® dialogue manager. In 2018 we managed to equal the World Record in Speech Recognition Accuracy, but with real users, in real time and at a real customer production environment! There are continuously improving metrics (from actual case studies) on Omilia's deployed solutions: 96% Semantic accuracy, 90% Task Completion, 4.26% Word Error rate – less than 1% negative feedback.

With an expanded network of more than 25 partners, we have successfully created enterprise-grade, easy-to-use and out-of-the-box working resources for fast development and deployment for all verticals (e.g. Banking, Insurance, Telco etc.). Omilia's conversational technology is now ready to serve millions around the world.

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Consumers expect an unique online experience through the websites they visit. By utilizing Artificial Intelligence and vast amounts of owned data, big e-commerce websites are now able to present even more relevant content to their users. This enables them to retain end users longer on their website, increase pageviews, have recurring customers/visitors to the site and eventually improve conversions.

THE AI SOLUTION

Scibyl provides e-shops with intelligent services that fall into the category of Software as a Service (SaaS). This means cloud-based applications that can be easily integrated into any website or mobile application on-demand. In that way, advanced technologies in the realm of machine learning and AI are accessible to any e-shop owner.

Scibyl provides a knowledge platform that analyzes user behavior during a website visit, identifies customer needs and interests and produces recommendations according to the website's product range. Based on cookies, Scibyl monitors user browsing activity and analyzes the context of each page to identify user preferences. It generates personas, predicts visitor needs and approaches them in a different way, based on their behavioral pattern, thus the optimum product matching is achieved.

ABOUT US

OKTABIT S.A. is a leading distributor of top IT products in the Greek market. Over the last year, Oktabit has created an R&D department focusing entirely on AI and ML for a vast variety of projects. Scibyl is the first product suite of this division. It provides the opportunity to harness the power of big data and web analytics, engage with your customers and increase your sales in the most simple and easy way.



Brands and Retailers fully understand the value of Customer Engagement and Loyalty, as well as the need of technology to achieve it. The problem is that in an ecosystem where technology radically changes everything, marketers do not have the expertise to use it properly. A second problem is that, in order to be able to communicate with the customers and provide them with a loyalty program that suits their needs, it is significant to identify them in all sales and marketing channels, map their journey, engage with them by using an omni-channel strategy, reward loyalty and predict future buying behaviors.

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THE AI SOLUTION

In the near future Customer Service and engagement actions will be driven by AI (Artificial Intelligence) Virtual Assistants.

PobucaBot can be the touch point for customers to receive loyalty rewards and interact with Brands and Retailers. We are the first company globally to automate Customer Success services through an AI Virtual assistant. Within 2019, 20% of customer success tasks, such as reporting, campaign execution etc., will be delivered by Pobuca Bot.

Pobuca bot will be a persona that will act as the virtual agent of the Brand's customers, in order to automate customer service, enhance customer experience and serve as a loyalty assistant. It will chat in natural language with the brand's end-customers (consumers), to serve their requests. Additionally, it will be the "brain" of the customer service knowledge base, as it will classify service tickets in order to recommend the most appropriate solutions and serve customers better.

Consumers talking to a chat bot asking questions about products and prices is an invaluable source for leads. Think about how much time and effort it takes to get the insights needed to deliver a qualified lead to your sales team.

Most of the time, the process begins when a visitor fills out a form, and then we follow up to get more insights into that person's needs. A chatbot, on the other hand, can help you start learning about a prospect within seconds of your first interaction. By asking the right questions, you can start qualifying the prospect. In Pobuca we fully integrate the customer service chatbot with the lead generation chatbot. Both are fully integrated with the CRM platform, thus providing a new lead source without disrupting existing sales procedures.

REFERENCES

- ✦ Fashion & clothing company Gant
- ✦ Fashion & clothing companies BSB & Lynne (B&F Group)

ABOUT US

We are a CRM software house that offers turnkey solutions to brands and retailers, employing Artificial Intelligence (AI) to unleash business creativity and productivity in the digital era.

The CRM Suite of Pobuca Connect, Pobuca Sales and Pobuca Loyalty enables you to Connect with your contacts, achieve higher Sales and build customer Loyalty.

As an awarded trusted advisor of Microsoft & Cisco technologies*, Pobuca empowers digital transformation through a complete set of services, from consulting and technical implementation to after sales support, unlocking business value.

* Microsoft Country Partner of the year for 2016 & 2011, Cisco Marketing Innovation Partner of the Year 2016 and Cisco Meraki Partner of the Year 2017.



Limitations in software solutions - such as analysis of customer behavior data and shop performance metrics, prediction of future transactions (sales, purchases) and visualization of results based on the previous analysis - lead to false decision making and worse company performance.

THE AI SOLUTION

Our new work in progress aims at expanding our Point OS v1.0 system by developing a machine learning solution based on Microsoft's AI/ML tools (like HDInsight, ML studio and Azure hosting services). See below what it can do for F&B companies:

1. Point OS v2.0 analyzes customer behavior through sales data. It provides exclusive advice on which products should be placed at prominent places in the store or which ones should be on promotion and when. Finally, it helps on how to reorder the store layout to maximize sales and improve the overall shopping experience.
2. The shop will never be out of stock. Point OS v2.0 uses prediction and demand models to notify exactly when a product will get sold out. It does this right on time so your retail business will never lose money for not having exactly what your customers want.
3. Point OS v2.0 learns from the company's sales patterns and customer behavior to make predictions about future revenue. It can predict any potential revenue increase or drop and show where it will come from.
4. Point OS uses and analyzes all the smart data above -algorithm derived- and presents them using an intelligent & customizable dashboard, easy to use even for the technologically unsavvy, allowing them to better understand their business and set their business strategy and precise future goals.

ABOUT US

Quintessential SFT IKE is a Software Product Development Company focusing on creating technological solutions designed by humans to be used by humans through AI and Machine Learning tools and procedures. Founded in 2018 and a Microsoft Partner almost since then, Quintessential is aiming at delivering state of the art software products to its clients in all fields of software development (web, mobile, VR other).



SPACE

Today's massive amount of data available on both the Open and the Dark Web presents a challenge to companies and organizations. They are struggling to separate and classify information critically meaningful for their scope of business from noise. So the question is how cognitive services can be used to get the right information in the right hands at the right time and unlock value from a range of open data sources, both structured and unstructured.

THE AI SOLUTION

Space Hellas delivers customized on-site and cloud solutions, based on Azure for web intelligence, by combining large scale web crawler technology for collecting and monitoring clear web and darknet sources with an extensible analysis framework for structuring vast amounts of online data into actionable Intelligence and Insights, including a wide collection of extraction plugins for text, geo and image data.

These solutions can be used both for social good, to protect the most vulnerable by directing intelligence services more effectively, as well as to create business value by accelerating productivity and efficiency. By using our services, powered by Web-IQ technology, Law Enforcement Agencies and Intelligence Organizations around the world can reveal online networks and monitor facts and trends and we can continuously help them in their fight against serious crimes including child abuse and pornography. On the other hand, cognitive services and AI can be used to improve business practices and accelerate productivity and efficiency in specific business verticals. Space Hellas has developed and provides AI based services to customers, in order to enhance small ad moderation practices. The services provided are:

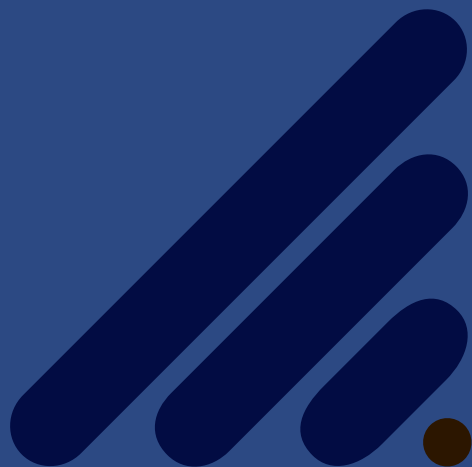
- ❖ Text Moderator, based on Azure Content Moderator, enhanced by regular expression for moderating url, phones and other not to be shown text patterns against commercial policy guidelines.
- ❖ Image Moderator, based on a combination of Azure Computer Vision, Azure Custom Vision and Tensorflow models, to check images uploaded from customers publishing a small ad.
- ❖ Real Estate Moderator based on Web-IQ Voyager deployed on Azure to crawl real estate agencies site and check whether a real estate related small ad is set to be published by an individual or not.

The Web-IQ Voyager platform and our solutions are deployed on Azure and they utilize the latest cognitive and AI technologies available. Microsoft's leadership in Big Data and AI technologies, has assisted in advancing our technology beyond the state of the art.

ABOUT US

For over 30 years, Space Hellas has been actively present as a System Integrator in the ICT and Cloud markets. The long standing and proven experience of Space Hellas in designing, deploying and supporting large complex solutions for Global Providers, Financial Institutions, Large Enterprises and organizations of the Public Sector has ranked the company at the top of the market in its field.

Web-IQ, a member of the Space Hellas group of companies, has built an Intelligence platform, Voyager One, which analyzes vast amounts of data both from the open Internet and the Darknet. After working with Internet businesses for 20 Years, the founders of Web-IQ saw the increasing harm done by the dark side of the Internet; the growth in Child abuse material on the Web struck them as something that they could take action against. They decided to reach out to Law Enforcement and join forces to help make Cyberspace safer and, as a result, try to make the world a better place.





Academic dishonesty. It is a broad term encompassing any type of academic misconduct, from cheating to misuse of academic materials and fabrications of data. The alarming statistics revealed by The International Center for Academic Integrity says that 43% of graduates admitted written and test cheating. For undergraduates, this figure goes up to 68%.

Lack of automation in plagiarism search. Oftentimes, plagiarism prevention software may turn to be too complex to integrate with LMSs (learning management systems) and manage. As a result, IT staff and educators will have to switch between different tools, export/import student papers manually, etc.

Overcomplicated integration and configuration of plagiarism prevention software. Academic institutions often lack simple, yet efficient integration and configuration processes. The outcome: IT staff, educators and students have to spend extra time to understand how a system workflow is arranged instead of accomplishing other tasks.

THE AI SOLUTION

Scalable, intuitive and stable integrated solutions are our strongest suit. Unicheck is gradually extending the list of LMSs used by HigherEd and K-12 institutions. It goes beyond Canvas, Moodle, Google Classroom and Brightspace. Thus, Unicheck's Development Team is now working on the integration with Microsoft Teams.

Thanks to a cloud-based infrastructure and microservices architecture used, Unicheck can handle large-scale integrations with hundreds of educators and students' accounts and scale up fast.

The system operates quickly and does not require a laborious setup, which is a real time saver for Admins and IT staff.

The plagiarism prevention software automates each step of potential plagiarism search: from integration with LMS to student paper submission. To eliminate any hindrances, the Unicheck Team provides a full-time technical and customer support to ensure a round the clock system availability and timely response to technical issues.

In order to accurately spot similarities, Unicheck uses a real-time web index, integrates with academic databases, and does not show broken links to matching sources in reports, which is extremely important for grading. Unicheck allows checking papers submitted by classmates and detects a peer cheating attempt. The system also catches potential cheating by recognizing replaced characters in student submissions and supports a commenting mode for better interaction between educators and students.

Unicheck reports are intuitive. They have all quotes and references (in APA, MLA, Turabian, Harvard, and Chicago academic styles) highlighted to prompt students what might need proper attribution. This way students become familiar with citation rules and learn to give credit when it is due.

ABOUT US

Unicheck is a community-driven company providing a robust plagiarism prevention solution. Its novelty features comprise authorship verification, academic cheating prevention, and code plagiarism detection. A cloud-based architecture makes Unicheck reliable (99.9% uptime) and easy-to-integrate and use. Built to cater to educators', administrators' and students' needs, Unicheck complements LMS functionality, supporting native workflows. The company partners with global technology leaders, placing a strong focus on speed of checks, security and reliability of its solutions.





VAIX

Imagine you could identify good & bad CPA deals with 60% higher accuracy than today. Predict Customer Value only 1-2 week after campaigning start.

Or instead of applying the same (un)necessary bonus offer across whole user segments with a fixed estimated value based on rules, you could use AI to know the value of every specific player with 70% higher confidence.

Imagine being able to build deeply personalized experiences, outperforming conventional recommendations by more than 150%. Using no segments and going beyond collaborative filtering, but based on each user's activity, preferences, demographics and similarities, provides better performance.

THE AI SOLUTION

Our flagship product, an AI-powered personalization platform for E-Commerce and iGaming, outperforms rules-based and conventional ML systems by a wide margin.

We build deeply personalized experiences, without segmentation and beyond collaborative filtering, based on each user's activity, preferences, demographics and similarities. Subsequent user actions feed back into the learning algorithm, constantly improving it.

AI automates personalization on user and product levels, allowing the organization to reach users anywhere, from websites and mobile apps to emails and messaging, via standard integrations within a few weeks.

Users are led to the content they love, resulting in a better shopping experience & higher retention.

Our main applications cover, but are not limited to:

- Product recommendations based on user activity on site, app and email, which provide personalized content for shoppers saving them time and improving conversion for merchants.
- Product recommendations based on item similarity. Similar items can be retrieved for every entity in the customer database. Ask questions like "What are the brands closest to Nike", "What are the users closest to user_32", "What are the teams most similar to Ajax" and get an instant answer. All these are automatically calculated from customer purchasing activity.

Detailed product sheets giving a more detailed overview of some of the personalization services our platform offers.

SCALABLE - Since 2017 our platform has been trained with more than 5.1 billion transactions and has tried 100s of different models and architectures. It has already recommended hundreds of thousands of products, sports events and casino games, to more than 1.6 million users, while it is gaining experience every day.

Our solution is helping both innovative start-ups with a few thousand active users, as well as large scale B2C companies and shopping sites with a customer base of over 1 million per month, with 99.65% uptime and <100 ms response time.

INTEGRATION - When receiving customer data, we support all solutions provided by Azure Storage as well as real-time streaming solutions like Apache Kafka, or even directly reading from the customer database. Being ISO27001-certified and GDPR-compliant allows us to provide our customers with the needed peace of mind that their data is in good hands and handled according to European regulation.

We provide our services via standard REST API, direct frontend widget integration in the customer web site or direct database write.

ABOUT US

Vaix is a self and Angel-funded start-up. Our mission is to support online & offline businesses utilizing the power of Deep Learning for their customers and operations. We build Deep Learning solutions for Personalization, Customer Lifetime Value in e-commerce & iGaming for a true one-to-one operation, as well as Object & Action Detection solutions from video feeds.

Merging decade-long industry expertise in C-level, Product & Tech roles in iGaming and industrial Image Processing with AI at PhD levels, we build AI with our customers' business needs as the primary use case.

Located in London, Athens and Gibraltar, we are able to deploy services across Europe, in line with European regulations.



If you are a

PARTNER

looking to transform intelligent technology into customer solutions and applications or a

CUSTOMER

looking to accelerate your company's growth by exploring AI, we are here to help you.



CONTACT US

at info@microgr.com or call us at +30 211 1206 000 to make the first step.