



driven by voice

Digitalization Solutions Enabling Intelligent and Effective Conversations

Global company headquartered
in Zurich

Mission

Enable AI-driven digital
transformation in
contact centers

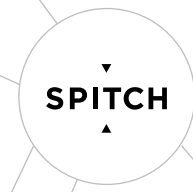
Vision

Empower businesses around the world to deliver
a superior customer and employee experience
through our complete omnichannel conversational
platform and continuous professional services

**Customer and employee
experience improvement**
through an omnichannel
conversational AI platform
with over a dozen product
components and tools
including Agent Assistant
Suite — a unified contact
center agent workspace

Presence in
**Switzerland, Germany,
Italy, Spain, UK,
Eastern Europe, Gulf
States and US.**

100+ customers
in Europe, Middle East,
Central Asia, North
and Latin America
including those with
award-winning solutions
**thanks to innovative
products delivered
by Spitch.**



**Out-of-the-box solutions
for a range of industries**
and ready-to-use language
models with no further
training required.

A unique partner
ecosystem
complemented
by an app
marketplace.

60M+ end-customer
transactions annually

Spitch, a unique developer offering seamlessly connected voice, text
and context understanding to help contact centres in a changing
customer centric world.

Our products:



Virtual
Assistants



Speech
Analytics



Voice
Biometrics



Chat
Platform



Knowledge
Base



Agent Assistant
Suite

- Operate in omnichannel mode
- Real-time and off-line
- Secure cloud, hybrid, or fully on-premises
- Automating both customer and employee support services
- Highly scalable
- Fastest time-to-market

**Spitch has earned recognition
by independent market experts¹:**



FORRESTER

accenture



opusresearch

1 — <https://spitch.ai/awards/>

2 — <https://www.gartner.com/reviews/market/conversational-platforms/vendor/spitch/product/spitch-omnichannel-conversational-platform>

Modern contact centres challenges:

- from agent centric to AI centric
- from resolving problems to driving sales
- from a dedicated customer communication platform to the unified workspace

Why our customers choose Spitch:

- end-2-end delivery and strategic consulting
- data security and protection
- quick start and easy customization
- one-stop shop
- develop once deploy omni

Spitch UVP:

- proprietary core component architecture that allows to easily acquire and integrate third-party tech from hyperscalers and customers' AI teams
- SAAS and managed services proposition regardless of the deployment type
- modular offering
- proven product and technological leadership

UVP proven in large-scale projects
with excellent customer testimonies:

★★★★★ Mar 24, 2022

Great voice robot for understanding customers speaking in Swiss German

Spitch has been able to deliver an outstanding product that
delivers tangible FTE reduction and an improved CX

★★★★★ Jun 17, 2022

«An engaging voice assistant bot with a response pattern that reflects our brand.»

The SPITCH Team showcased their wealth of knowledge
and great collaboration during the implementation.

★★★★★ Mar 30, 2021

Convincing product combined with great service

We have integrated the Voice Biometrics solution from Spitch
in our customer center to make the identification process
easier, more pleasant and more efficient for our customers
and employees. We have had a very good experience
in working together with Spitch Voice Biometrics solution
and Spitch as a service provider. We were supported very
reliably and in an extremely competent manner at all times. ...

All testimonials are on: Gartner Peer Insights²

Our customers are speaking about Spitch solutions:

- Versicherungskammer Group (https://spitch.ai/case-studies/#recentvideo_4409)
- Aargau Traffic Office (https://spitch.ai/case-studies/#recentvideo_4344)
- Baloise Insurance (https://spitch.ai/case-studies/#recentvideo_4396)
- CSS Group (https://spitch.ai/case-studies/#recentvideo_5234)

Spitch solutions are already used by:



Spitch

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