

ALMAWAVE AND MICROSOFT JOIN FORCES TO BRING GENERATIVE AI TO ENTERPRISE APPLICATIONS

The agreement, which also includes Almawave's entry into the Cloud Region Partner Alliance as a Premium Partner, will see technology and expertise integrate to perfect the management of information and interactions with citizens and customers

The project has three initial areas of application: speech analytics, automatic reporting and knowledge management, leveraging company information and data, which will be followed by further uses

Rome, August 28, 2023 - Almawave S.p.A., an Almagroup company listed on the Euronext Growth Milan market (Ticker: AIW) and an Artificial Intelligence (AI), natural language analysis and Big Data services leader, and Microsoft Italia have signed an agreement which seeks to promote generative Artificial Intelligence for Enterprise applications, to optimize the management of data and the navigation of content.

The generative capabilities of Microsoft's Azure Open AI and Almawave's Natural Language Processing solutions (speech and text) combine synergistically to bring new levels of innovation to access, manage and process information and data.

The collaboration will initially focus on three areas of application: speech analytics, i.e., systems used to interpret conversations with customers; automatic reporting for Shareholders' Meetings and open sessions; and knowledge management, i.e., complex knowledge management systems used in large private and public entities. The objective of the collaboration is to expand the integrated operating environment over time, bringing to the market new vertical applications based on artificial intelligence.

Almawave is recognized by the chief international analysts as a leader in the field of speech analytics, where it provides specific expertise and vertical technologies. The combination with Azure Open AI-based capabilities will mean that significant analytical results - such as the purpose of a customer call or key operational relationships - can be obtained with a simple question. This will pave the way for the launch of an entirely new, simple and intuitive way of making use of this information at the enterprise level to improve services.

In terms of automatic reporting for public and private Shareholders' Meetings, Azure OpenAI technology will allow summaries based on faithful transcripts to be used, in more than 40 languages and on specialized topics. This is thanks to Almawave's voice processing technologies, which are already in use in many contexts across the world, from broadcast monitoring to court reporting.



Finally, for knowledge management, Almawave's discovery and search technologies - already in use in complex contexts, both public and private - will combine with the generative capability of Azure OpenAI. This will enable, for example, the construction of concise reports on information and data that can be activated by simple natural language queries, thus bringing search capabilities to converge with those of automatic dialogue management, simplifying processes and ensuring the accuracy of information.

*"The journey is just beginning," says **Valeria Sandei, Almawave CEO**. "The combination of Microsoft's generative technologies and Almawave's composite AI model will immediately create significant opportunities, exploiting the new capabilities offered by generative AI to the fullest and offering customers spend optimization, source control and data and information governance. For many years, driven by our corporate mission focused on natural interaction with business systems, we have been investing in spoken and written language processing technologies to bring tangible benefits by optimizing the user experience and targeting data, information and application development management consistent with the regulatory criteria that serve as a guide and benchmark for the challenges of our time."*

*"This agreement with Almawave confirms Microsoft's commitment to offering companies the very best generative AI-based technology to support them in their growth. The AI sector is experiencing strong growth, and partnering with specialized companies means we can ensure faster access to new technologies for more and more businesses, thereby contributing to and accelerating the digital transformation of the whole country," adds **Vincenzo Esposito, Chief Executive Officer of Microsoft Italia**.*

Almawave profile

Almawave S.p.A., an Al maviva Group company, is an Italian Artificial Intelligence and written and spoken natural language processing player. Almawave leverages cutting-edge proprietary technologies and applied services to deliver upon the potential of AI as enterprises and the public sector evolve digitally. An international focus is provided by Almawave do Brasil, Almawave USA and PerVoice. The Group has dedicated technology laboratories and over 400 professionals with significant expertise of enabling technologies and the main frameworks - Big Data, Data Science, Machine Learning, AI Architecture and Integration - in addition to broad business process knowledge. Almawave's technological asset base, conceived and built as a model of natural experience in the interaction between man and machine, can interpret text and voice in 40 languages, interacting in multi-channel mode, analyzing data and information with a view to knowledge development and automation. The company has a customer base of over 300, with thousands of final users of its platforms. Two new companies were added to the Group scope: The Data Appeal Company, operating with an AI-based product in the world of location intelligence for the Tourism, Fintech and Retail and Sistemi Territoriali, offering decision support system solutions, Geospatial analytics and Big Data expertise in the Utilities and Government sectors. www.almawave.it

Microsoft

Microsoft enables organizations to carry out their digital transformation projects with new aspects of innovation, such as Cloud Computing and Artificial Intelligence. The company's mission is to support people and organizations around the world to achieve more through technology and the digital field. Find more information about Microsoft at www.microsoft.com/it-it/

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