

A I S E R A



# Supercharging Service Experience with AI & Automation

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# Aisera Overview



Founded in 2017 and Headquartered in Palo Alto, CA



220+ Employees across US, Europe, APAC (150+ AI/ML team)



Raised over \$150M; Explosive growth 300% YoY; 100+ customers



AI Service Experience platform catering to IT, HR, Sales, Marketing, Finance, Legal, Customer Service & Support



Customers include Zoom, Snowflake, Workday, Dave, McAfee, Dartmouth, Gap, Autodesk, 8x8, RingCentral



Strategic partner to ServiceNow, Salesforce, AWS, Microsoft, Google, Cisco





## Our Vision

To deliver exceptional  
**Customer & Employee  
Experience**

The image features a background of a sunset or sunrise with a bright sun partially obscured by two hands reaching upwards. The hands are silhouetted against the bright light, and the overall color palette is warm, with oranges, yellows, and reds. The text is positioned on the right side of the image.

## Our Mission

Empower organizations with **AI** and **Automation** to deliver best-in-class Customer & Employee experiences

# Why Now?



Markets are down



Inflation is up

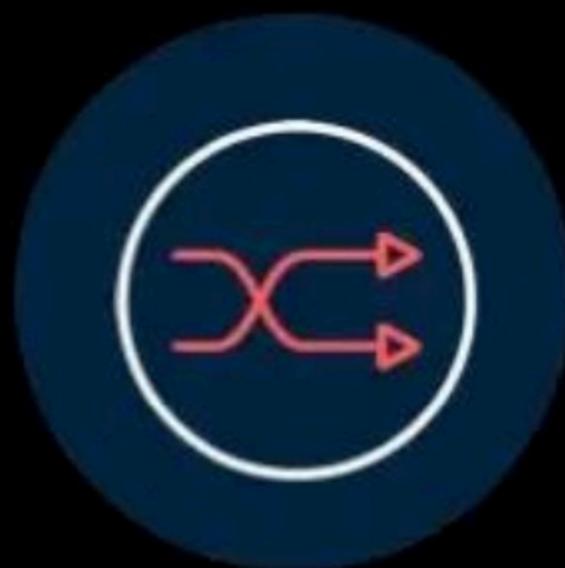
**What areas can you unlock in your Organization for AI & Automation**

# What is Top of Mind for Organizations?



## People

Experience & Engagement



## Process

Improved Productivity



## Cost

Reduction

# Driving Force for Digital Experience & Transformation

Speed

**65%**

of respondents said they expect near instant responses

- Forrester

Intelligence

**70%**

of white-collar workers will interact with conversational platforms daily

- Gartner

Experience

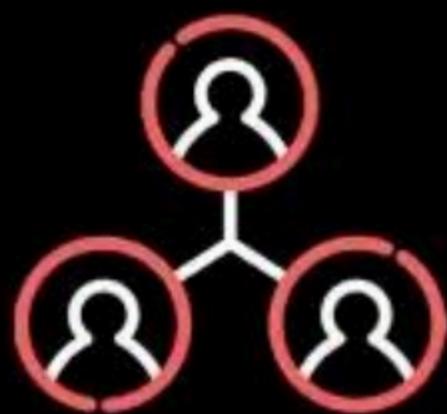
**80%**

of consumers claim that 24/7 service is the most useful bot functionality

- MIT Technology Review

**AI & Automation is the way forward!**

# Business Challenges



**Distributed Teams**



**High User Effort**



**Manual Processes**

# Key Problems to Address



**Increasing inefficiencies and costs across the organization**



**Struggling with siloed systems and "landscape sprawl"**



**Lack of ROI from and long time to value from SaaS solutions**



**Improving the User experience**

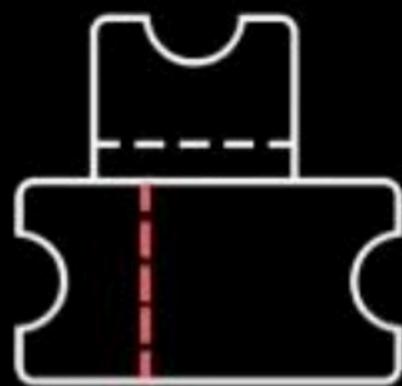


**Growing & Scaling business efficiently; Deploying automation enterprise-wide**

# Current State of Affairs



Hard to find Correct  
Information Quickly



High Effort & Manual  
Resolution



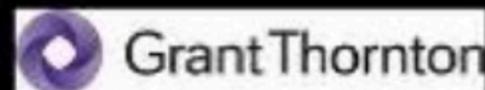
High Costs - Support  
& Service

# Customers with Best-in-Class

## Employee Experience



[Chegg Case Study](#)



[Grant Thornton Case Study](#)



[Autodesk Case Study](#)



[Workday Case Study](#)



[Zoom Case Study](#)

## Customer Experience



[Zoom CS Case Study](#)



[Carta Case Study](#)



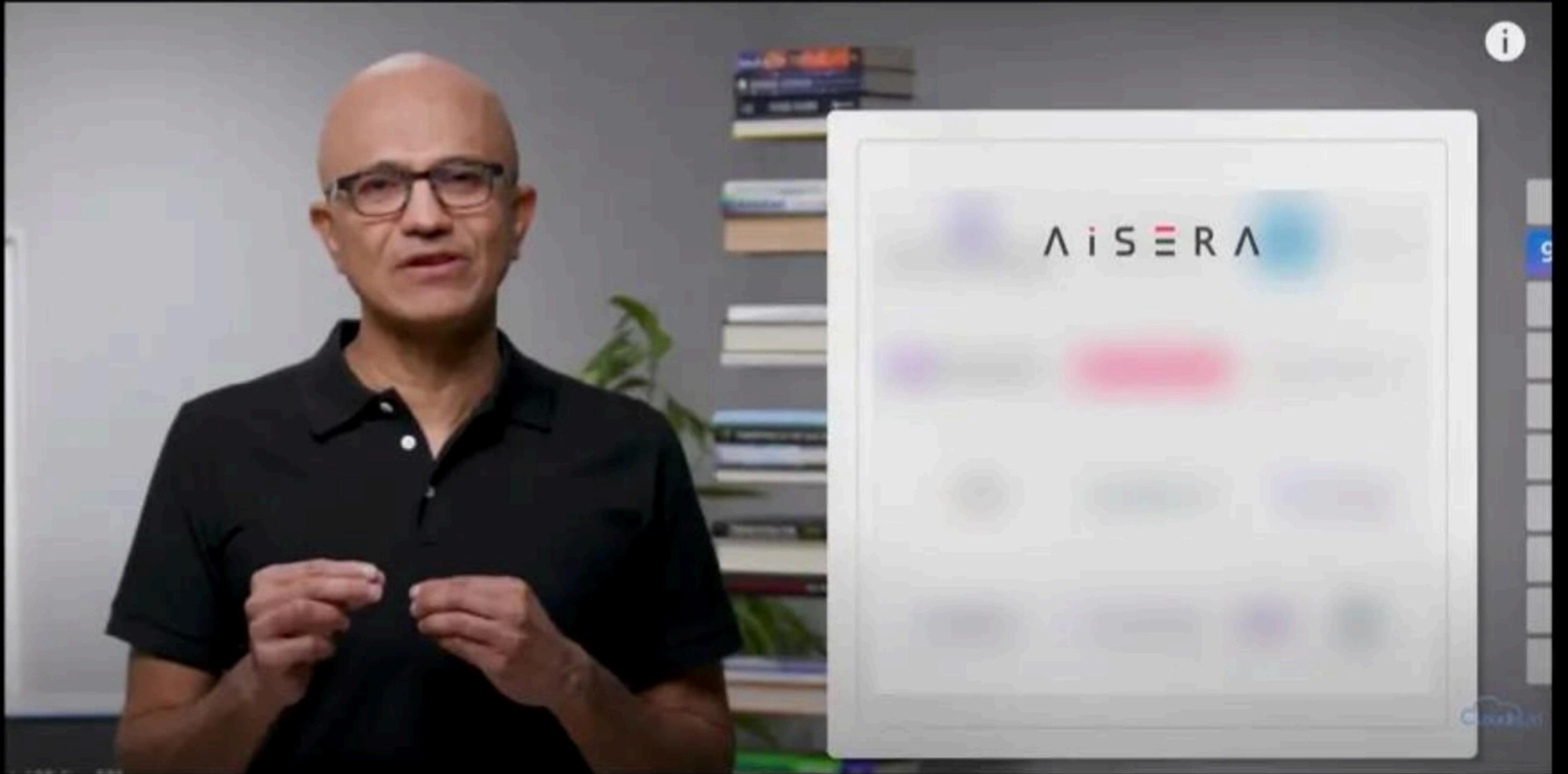
[Dave Case Study](#)



[McAfee Case Study](#)



[Snowflake Case Study](#)



<https://www.youtube.com/watch?v=GonrcDal3QU>

# Unleash the Power of AI & Automation



## AI Service Experience Platform



Employee Experience



Ops Experience



Customer Experience

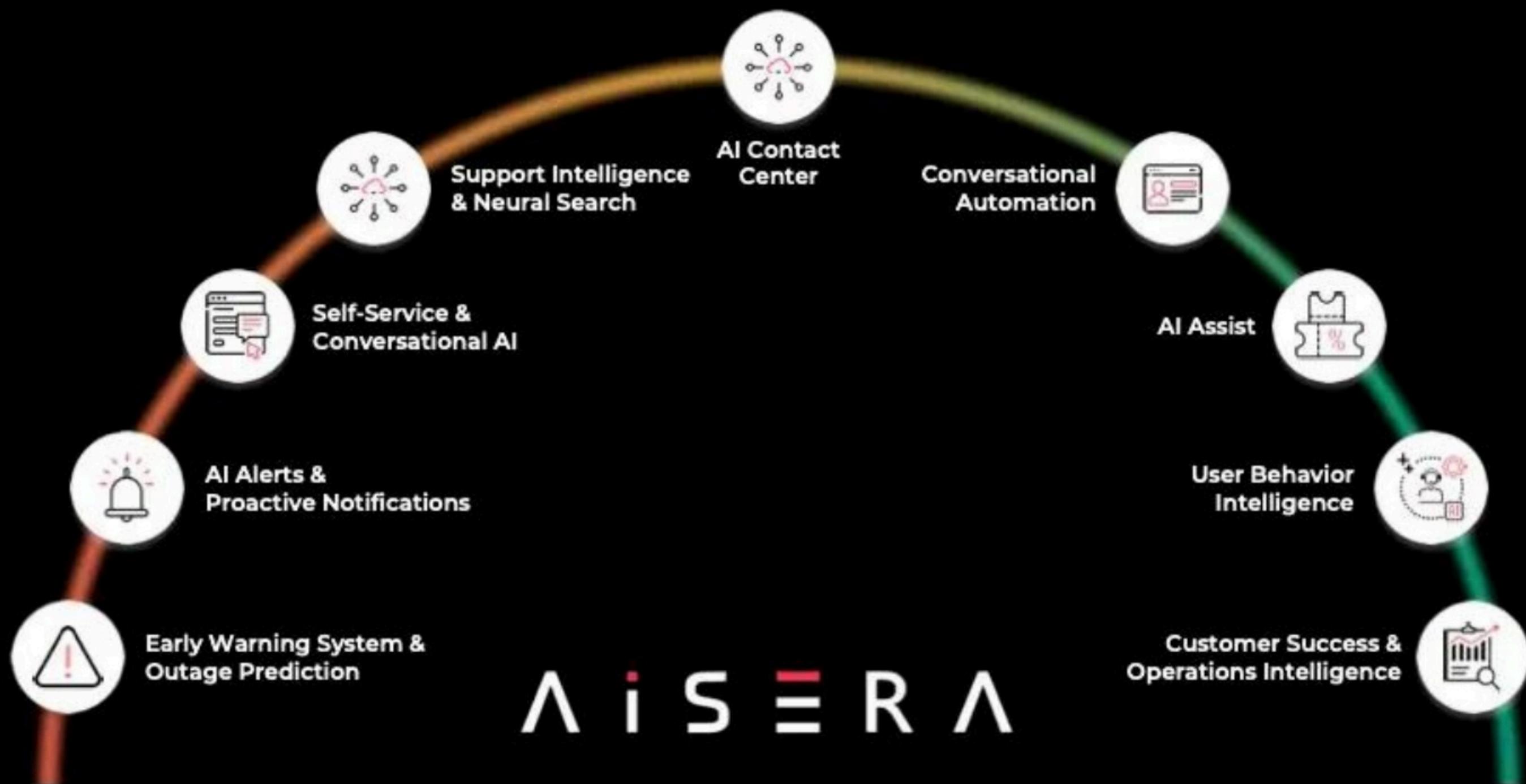
### Products

AI Service Desk • AI Customer Service • AI Support Intelligence • AI Customer Intelligence  
AIOps • Conversational AI • Conversational Automation • AI Assist • AI Contact Center

### Services

Ontology • Knowledge Graph • Unsupervised NLP/NLU • Language Models • AI Learning • Neural Search  
Service Catalog • Forms • Dialog Manager • User Behavior • Workflows • Analytics

# Disruptive AI Service Experience Platform



Λ i S E R A

# What Aisera Does?

## Automate the Mundane, Elevate the Humane

Supercharge Your Employee & Customer Experience  
with AI & Automation

