

SMARTER BUSINESS COMMUNICATION:

# THE POWER OF AI CONVERSATIONS



# ISYSTEMZ IS

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24+

years of expertise in software  
development and implementation

600+

successfully completed  
projects worldwide

180+

specialists – highly qualified  
and experienced engineers

15+

reliable partner all  
over the world

5

project offices in Australia, New  
Zealand, UAE, Kazakhstan, Russia

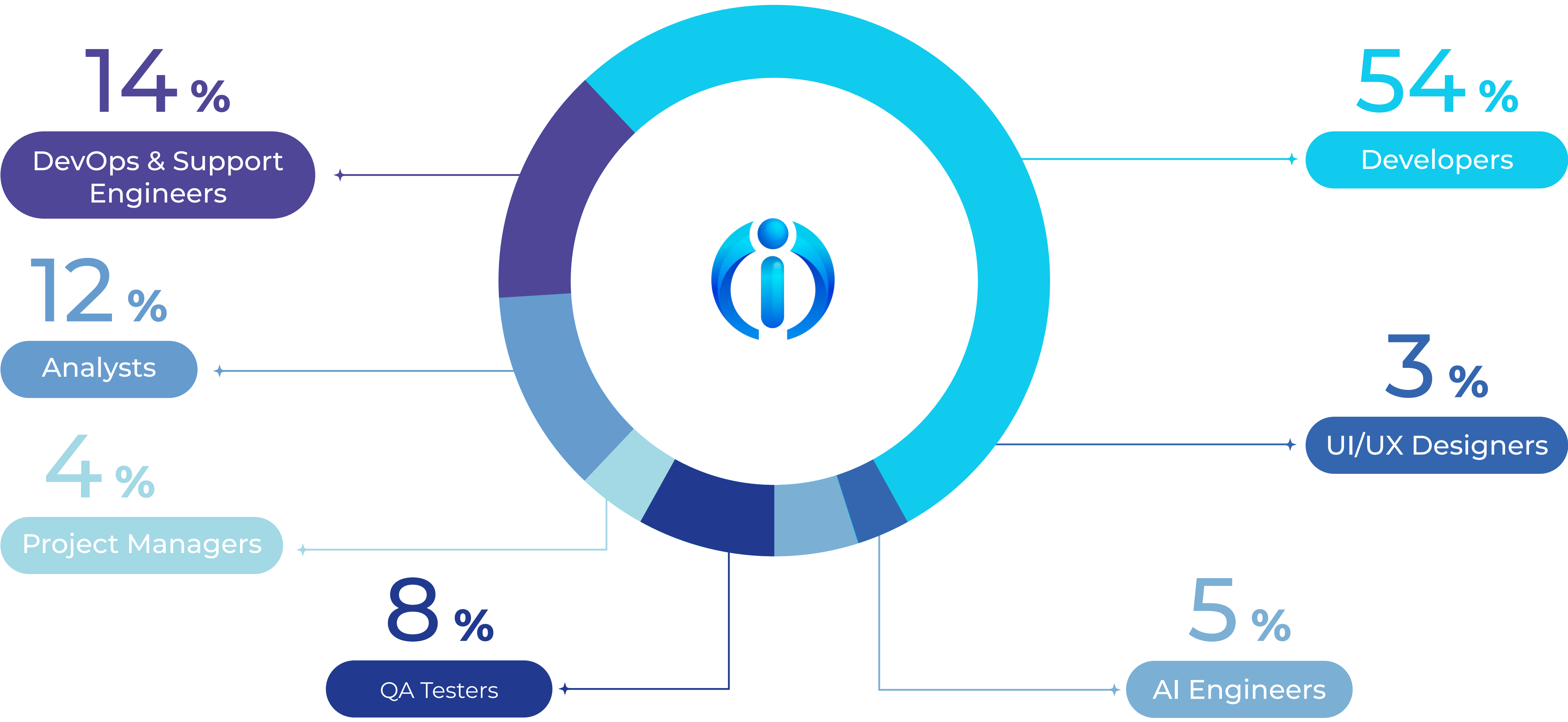
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Microsoft Partner of the year -  
awards in various categories



# OUR TEAM

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# END-TO-END TECHNOLOGY SERVICES 4

## BUSINESS PROCESS AUTOMATION

- ★ Microsoft Azure Services
- ★ Microsoft Power Platform
- ★ Nintex Workflow
- ★ Boomi
- ★ Camunda
- ★ Odoo
- ★ 1C
- ★ Liferay, Bitrix etc.

## SOFTWARE DEVELOPMENT AND SUPPORT SERVICES

- ★ Data Migrations, Integration, Authorization, Contextual search, Reporting systems, Mail service, Microservices
- ★ **Full-cycle services**  
System Analysis, Quality Assurance, Development, Project Management, DevOps
- ★ **All popular stacks**  
Java, .NET/.NET Core, Python, React, Angular, Vue, PostgreSQL, Oracle, SQL Server, etc.

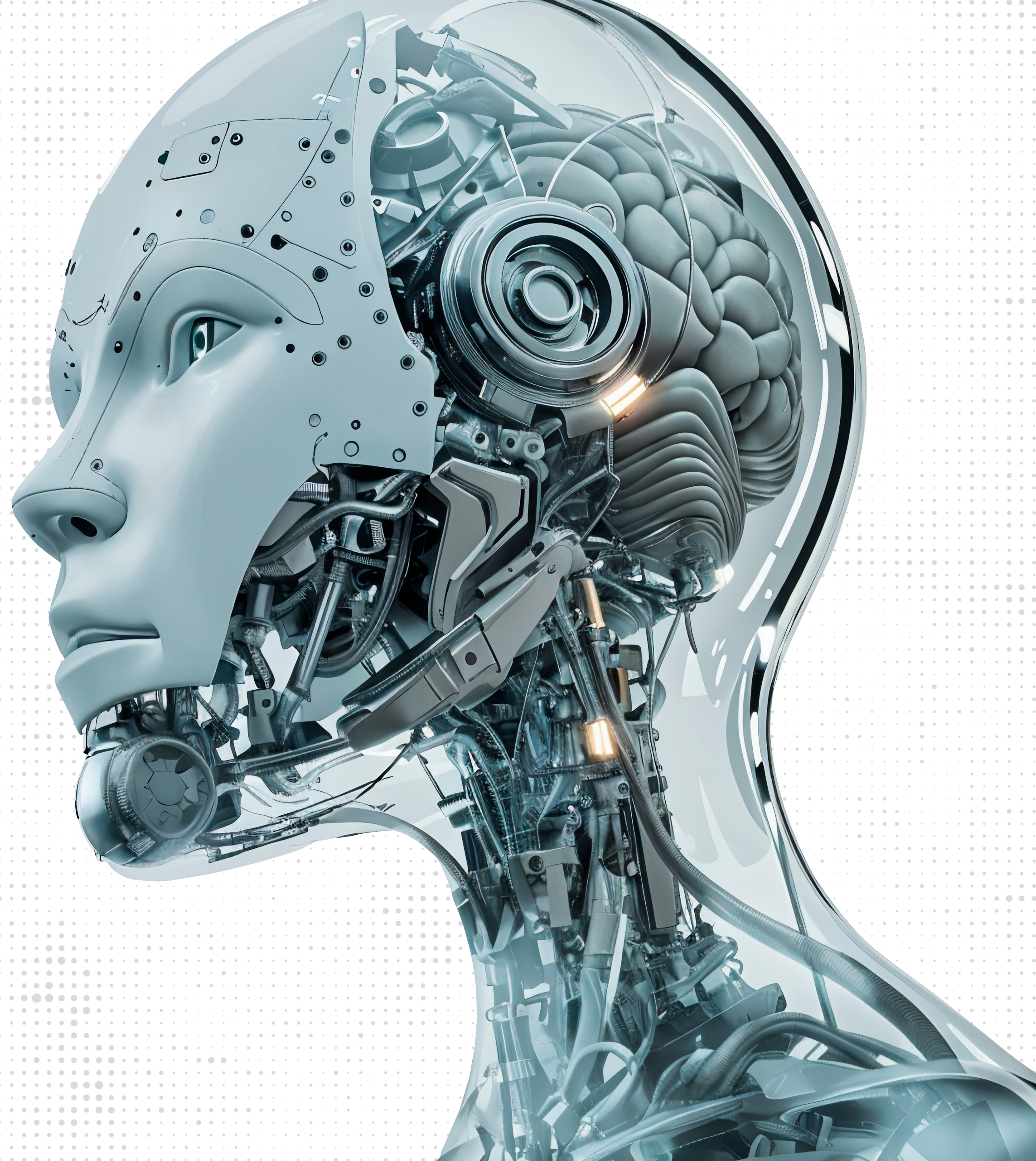
## SMART AI SOLUTIONS

- ★ Text & Voice Assistants (Microsoft Teams, Copilot, WhatsApp, Telegram, etc.)
- ★ Voice Analysis (Sentiment, Speech-to-Text, Fraud Detection)
- ★ Computer Vision & OCR
- ★ AI-Powered Automation (Workflow Optimization, RPA Integration)



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# ISYSTEMZ – AI & AUTOMATION SOLUTIONS







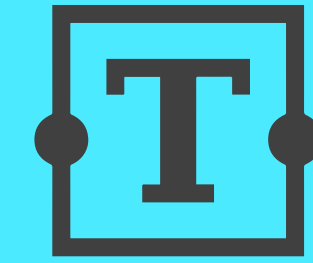
### **AI CHAT PLATFORM & CONVERSATIONAL AI**

- ✦ Powered by LLMs & RAG
- ✦ Offering natural, human-like interactions



### **VOICE AI & SPEECH TECHNOLOGIES**

- ✦ Text-to-Speech & Speech-to-Text for dynamic voice interactions
- ✦ Multilingual, high-accuracy, low-latency responses



### **OCR & INTELLIGENT DOCUMENT PROCESSING**

- ✦ Extract & classify text from scans, invoices, forms.
- ✦ AI-powered data validation and automation



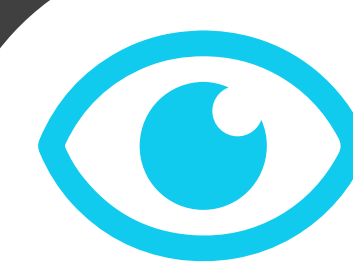
### **SMART KNOWLEDGE BASE & ENTERPRISE SEARCH**

- ✦ AI-powered document upload & instant retrieval
- ✦ Cuts resolution time and enhances self-service



### **ROBOTIC PROCESS AUTOMATION**

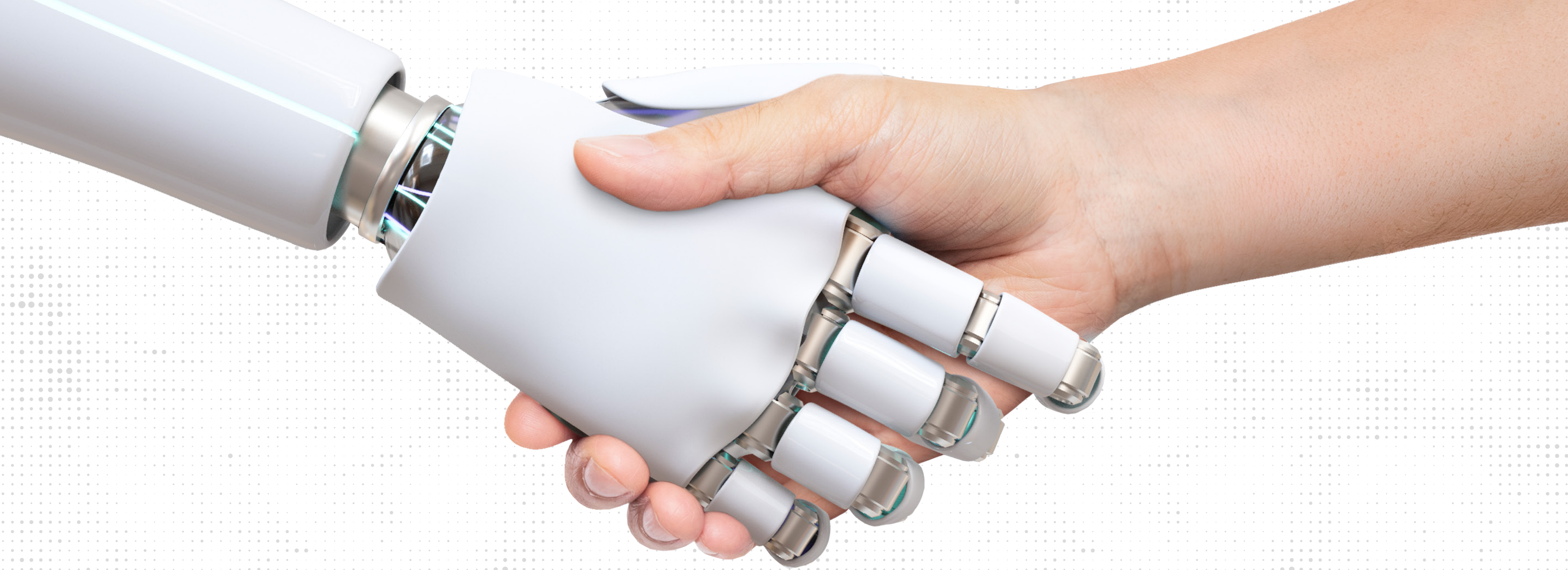
- ✦ Automate error-free tasks (data entry, approvals, reports)
- ✦ Seamless ERP/CRM/legacy system integration



### **COMPUTER VISION & IMAGE ANALYTICS**

- ✦ Object detection, facial recognition & visual QA
- ✦ Real-time defect tracking, inventory & security.





# **THE FUTURE OF BUSINESS COMMUNICATION**



# GLOBAL AI TRENDS RESHAPING BUSINESS INTERACTIONS

AI chatbots handle **80%** of routine tasks, with **68%** of users preferring their speed.

AI automation helps companies resolve tickets **52%** faster compared to those without it.

Dominance by 2027: **95%** of customer interactions will be AI-powered. (Gartner)

For every **\$1** invested in AI, businesses earn **\$3.50** on average, with top performers seeing **\$8** returns. (KPMG)

Companies using AI report a **37%** drop in first response times vs. to those without automation.

**69%** of GBS organizations consider RPA a key transformation technology (Deloitte)

★ **AI unlocks:** 24/7 responsiveness, hyper-personalization, and seamless omnichannel experiences.

**The Shift:**  
from linear  
(emails/forms)



**to dynamic,**  
contextual, and instant  
(AI conversations).



# ISYSTEMZ CONVERSATIONAL AI PLATFORM

LOW-CODE, API-FIRST & ENTERPRISE-READY



Voice & Text Bots



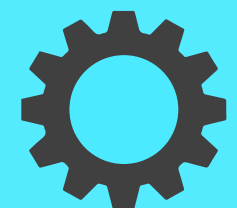
Generative AI



Smart Analytics



Visual Avatars



## LOW-CODE NLP ENGINE

**LLM + RAG**

for smart responses

**NLU/NER**

for intent & entity recognition

**Multilingual**

100+ languages

**Deployment**

SaaS, Cloud, On-Prem

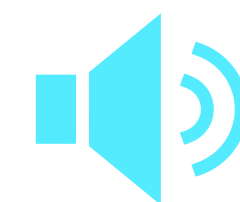
ML Libraries



Autobuilder  
& Autotester



High-load,  
low latency



## VOICE BOX

### SPEECH-TO-TEXT (STT)

- ✦ Voice Assistants & Smart Devices
- ✦ Transcription & Documentation
- ✦ Customer Service & Call Centers
- ✦ Automotive & Hands-Free Control

### TEXT-TO-SPEECH (TTS)

- ✦ Media & Entertainment
- ✦ Voice Assistants & AI Chatbots
- ✦ Healthcare & Assistive Technology
- ✦ E-Learning & Education

LANGUAGES



## COMMUNICATION CHANNELS



MS Teams



WhatsApp



Telegram



Website



Slack



Line



Facebook



Zalo

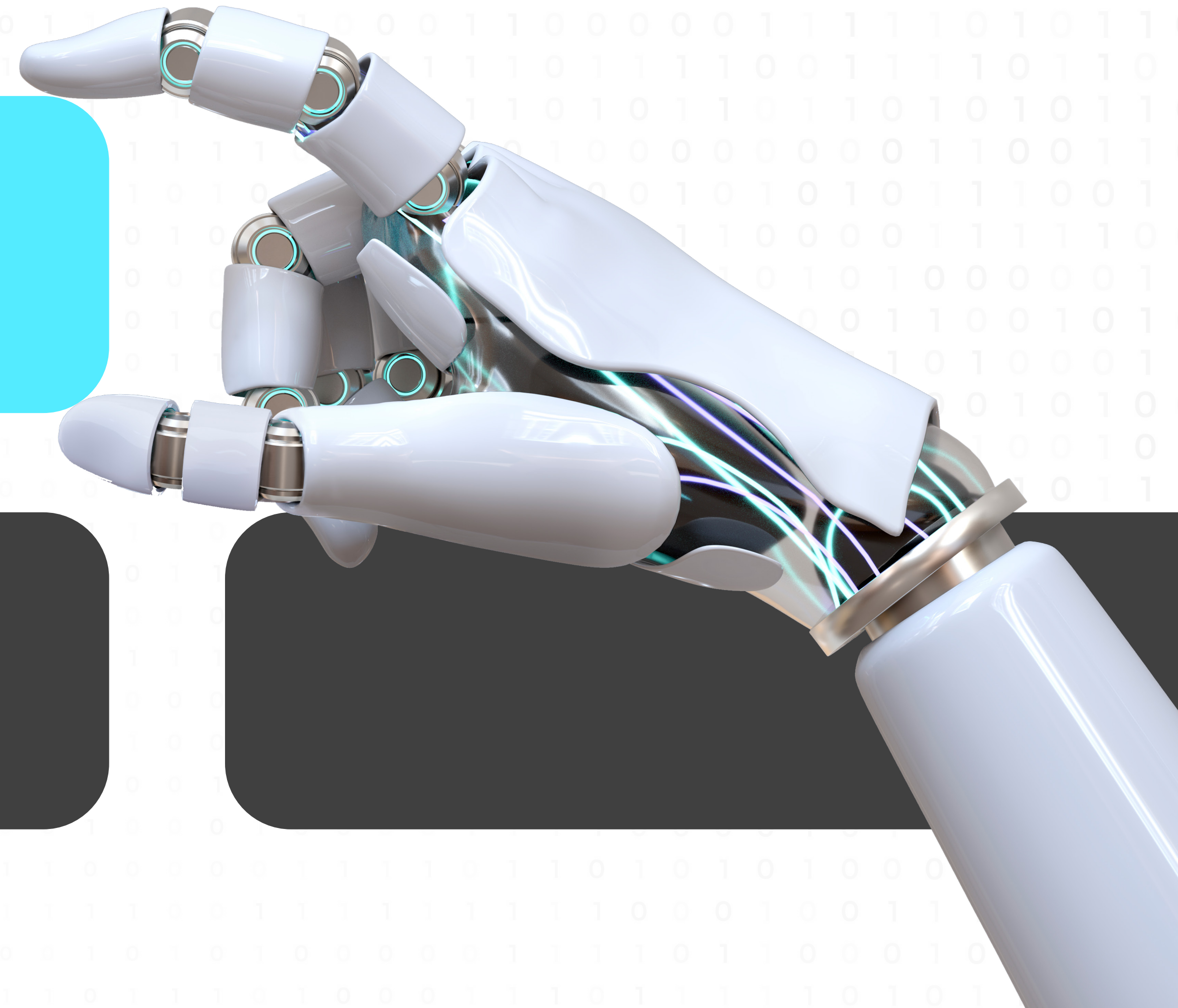
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24/7 omnichannel  
availability

Instant replies  
in a human-like  
manner

Connected  
to your CRM  
& databases

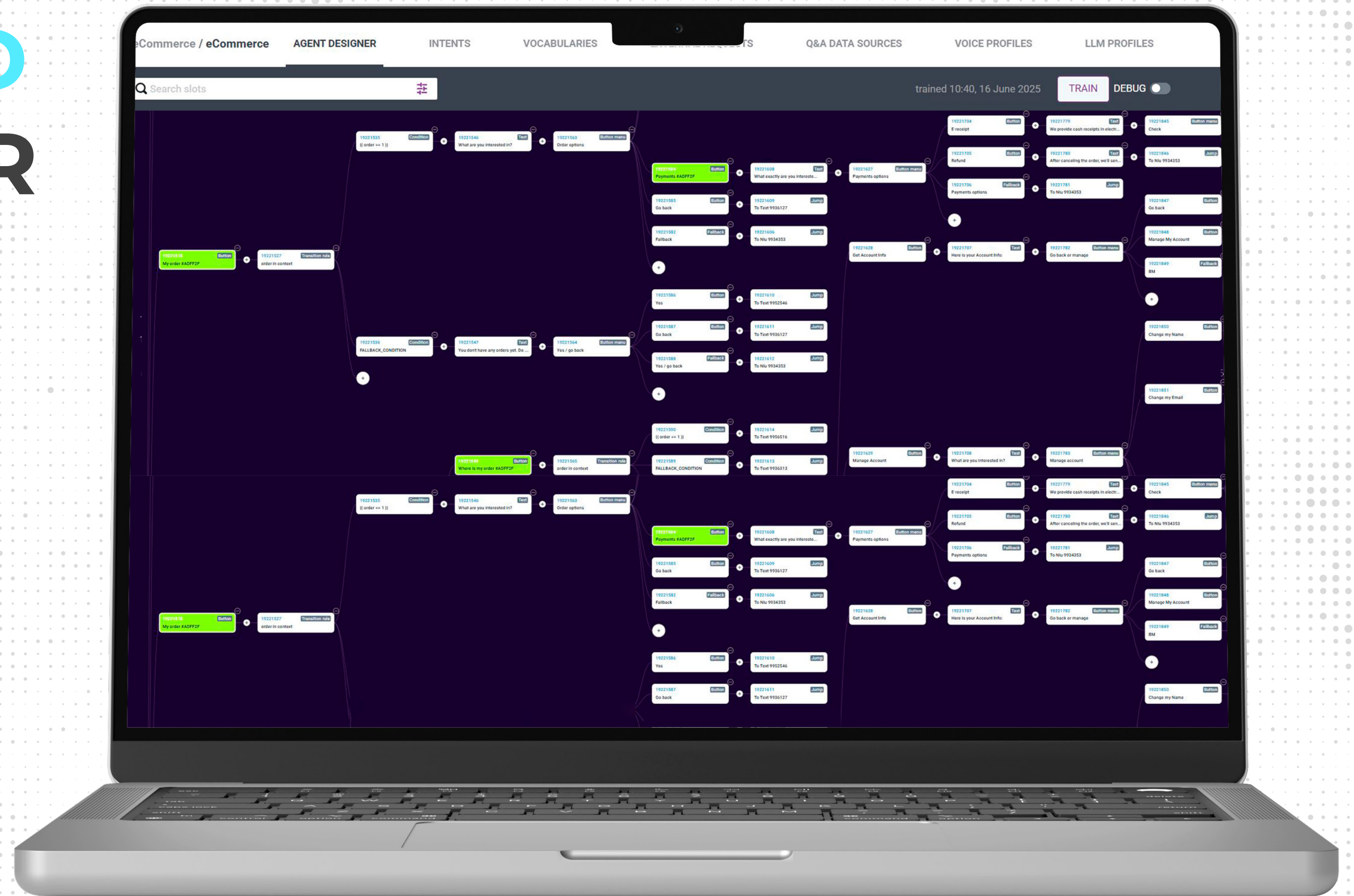
Multi-industrial  
– ready for any  
sector





# AI-POWERED BOT BUILDER

NO CODING REQUIRED





## **DRAG-AND-DROP EDITOR**

Build bots from scratch  
or use ready-made templates  
in a flexible visual editor

## **INTERACTIVE BROADCASTS & PUSH NOTIFICATIONS**

Boost conversions with actionable  
service/marketing messages

## **QUICK-START BUTTON BOTS**

Launch in hours – perfect for  
testing hypotheses, data collection,  
and broadcasts

## **ANALYTICS & CONTINUOUS LEARNING**

Monitor performance, improve  
bots in real time, and run A/B tests

## **BUILT-IN INTEGRATIONS & API BUILDER**

Connect with existing systems  
or design custom APIs visually

## **AI-POWERED BOTS**

Understand and serve users  
in multiple languages. Seamlessly  
escalate to human agents with  
full context



# 1 REAL BUSINESS BENEFITS



TRANSFORMING CUSTOMER SUPPORT WITH IVR-TO-CHAT  
DEFLECTION FOR RAIFFEISEN LIFE INSURANCE

## THE CHALLENGE

- ✗ High Call Volume**  
Overloaded call centers led to long wait times and customer frustration.
- ✗ Inefficient IVR**  
Traditional phone menus failed to resolve queries quickly.
- ✗ Rising Costs**  
Scaling call center operations to meet demand was expensive and unsustainable.

## THE SOLUTION

### SMART CALL REDIRECTION

IVR system identified customer phone numbers and sent automated SMS links to WhatsApp/Telegram or a web widget

### AI-POWERED CHAT

Customers continued conversations

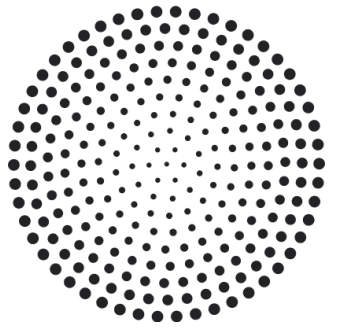
- via chatbot (for routine queries)
- or live agents (for complex issues)

### SEAMLESS INTEGRATION

Connected to CRM for personalized support and real-time analytics



# 2 FOMIN'S CLINICS AUTOMATION



PATIENT ENGAGEMENT WITH AI-POWERED CHAT PLATFORM

## THE CHALLENGE



The Clinic faced a high volume of repetitive calls to its contact center, primarily for appointment scheduling, reminders, and rescheduling.

## THE SOLUTION

AI-DRIVEN CHAT PLATFORM COMBINING:

### CONVERSATIONAL AI

(NLP + NLU) FOR NATURAL  
PATIENT INTERACTIONS



### AGENTIC AI

TO PERSONALIZE RESPONSES  
WITH A HUMAN-LIKE TONE  
(E. G., EMPATHY FOR CANCELLATIONS)

## KEY FEATURES

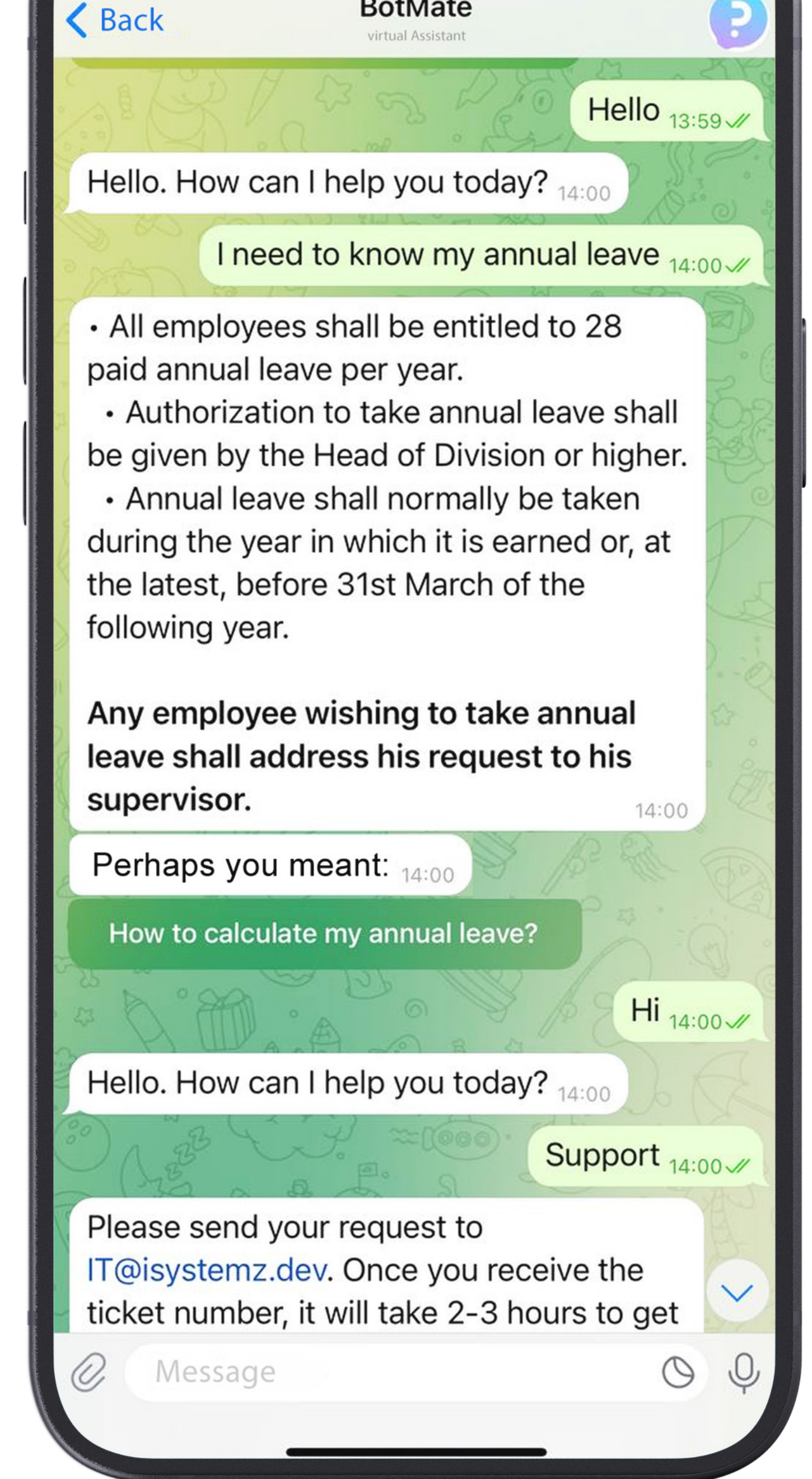
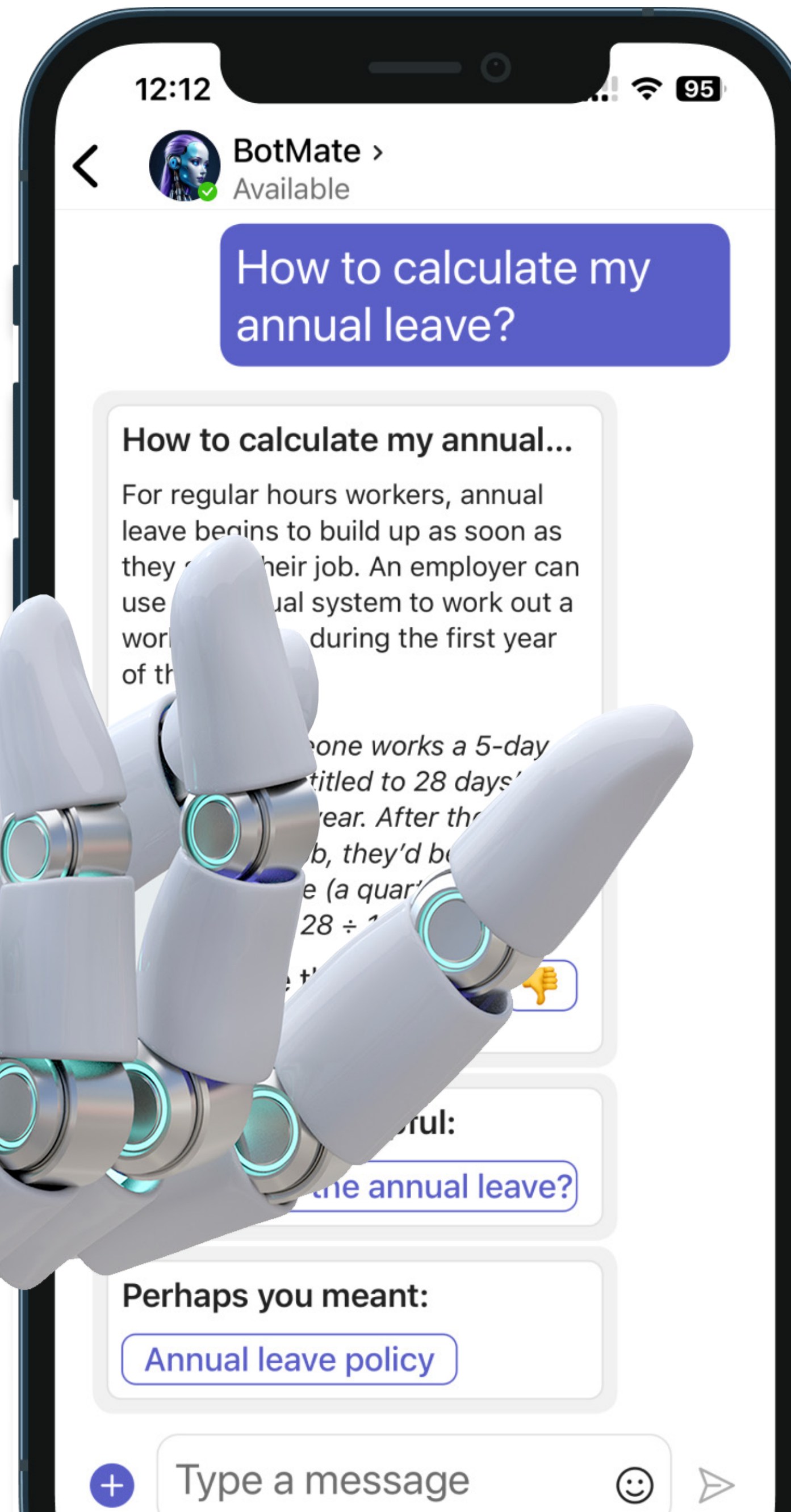
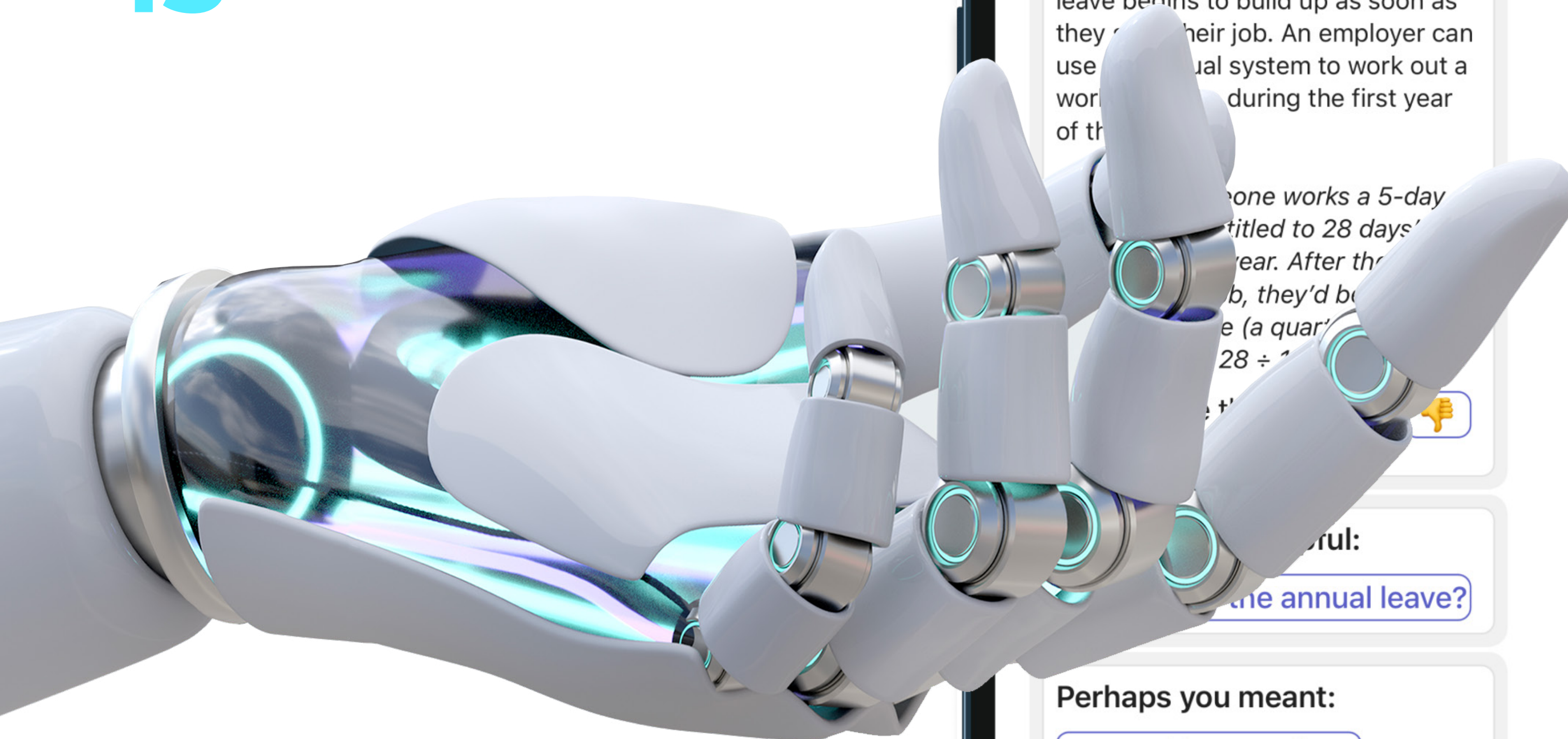
- ✦ Self-service booking/rescheduling via chat (website/WhatsApp)
- ✦ Automated reminders
- ✦ Dynamic follow-ups



# BOTMATE

SMART KNOWLEDGE BASE  
& ENTERPRISE SEARCH

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### EFFICIENT KNOWLEDGE MANAGEMENT

Upload knowledge base manually with Q&A pairs or effortlessly using our AI-powered auto-upload feature.

- ✦ Multiple knowledge base support
- ✦ Categorization of knowledge bases
- ✦ Linking question to each other
- ✦ Admin interface to create, edit, and manage KB
- ✦ Loading and unloading knowledge base articles
- ✦ Usage analytics and quality feedback



**BOTMATE**  
Your digital assistant

An AI & NLP powered chatbot & knowledge base delivering instant support and reducing repetitive manual tasks for HR, IT, and operations teams.

by **30 %**

reducing the load on HR and IT services

to **40 %**

saving up of employee working time, with 0 human-like errors

by **200 %**

acceleration of obtaining the necessary information



effortless integration with company's business systems, to drive automation forward



# HOW BOTMATE WORKS



## THE USER

sends a request to the chatbot to find the necessary information



## THE NEURAL NETWORK

analyzes each request to understand the essence of the question, and then selects the most appropriate answer from the knowledge base

## COMMUNICATION CHANNELS



SharePoint



Teams



WhatsApp



Telegram



Website

*We can also customize it*



# 3 REAL BUSINESS BENEFITS

BOTMATE CHATBOT IMPLEMENTATION  
AT BRITISH AMERICAN TOBACCO (BAT)



## THE CHALLENGE



Employees struggled to navigate BAT's corporate portal for HR policies, FAQs, and documentation.



High volume of repetitive queries overwhelmed HR teams, delaying responses.

## THE SOLUTION

Processed 1000+ HR regulations into a structured, searchable dataset.

Location-aware responses tailored to regional/departmental policies.

Automated routing of inquiries to relevant service teams.

Real-time insights into query trends, resolution rates, and user behavior.



# 4 REAL BUSINESS BENEFITS

BOTMATE IMPLEMENTATION FOR KPMG CIS



## THE CHALLENGE



Highly regulated processes (compensations, policies, CRM) lacked a centralized tool, forcing employees to search multiple sources or contact colleagues for policy information.

## THE SOLUTION



Deployed AI-powered BotMate chatbot in Microsoft Teams/SharePoint



Centralized access to +1500 documents



Enabled instant, 24/7 self-service for employees from all devices



Integrated with existing internal systems for seamless adoption



# DEPLOYMENT

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All our solutions, including custom implementations, are engineered for flexible deployment across both on-premises and cloud environments to meet your specific infrastructure requirements

**SAAS**  
(PUBLIC CLOUD)

Multi-tenant



**HYBRID**  
(CUSTOMER'S CLOUD)

Single tenant



**ON-PREMISES**

Private



# WHY THIS MATTERS NOW

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«THE AI TIPPING POINT – ACT OR FALL BEHIND»

## MARKET URGENCY

Customers Demand Instant Responses:

**68%** of users prefer chatbots over phone calls for speed (Gartner).

**95%** of interactions will be AI-powered by 2027.

Teams Are Overwhelmed:

**30%** of time HR/IT departments waste on repetitive queries (BAT case study).

## COMPETITIVE ADVANTAGE

**Early Adopters Win:**

Companies using AI see **37%** faster response times and **52%** quicker ticket resolution.

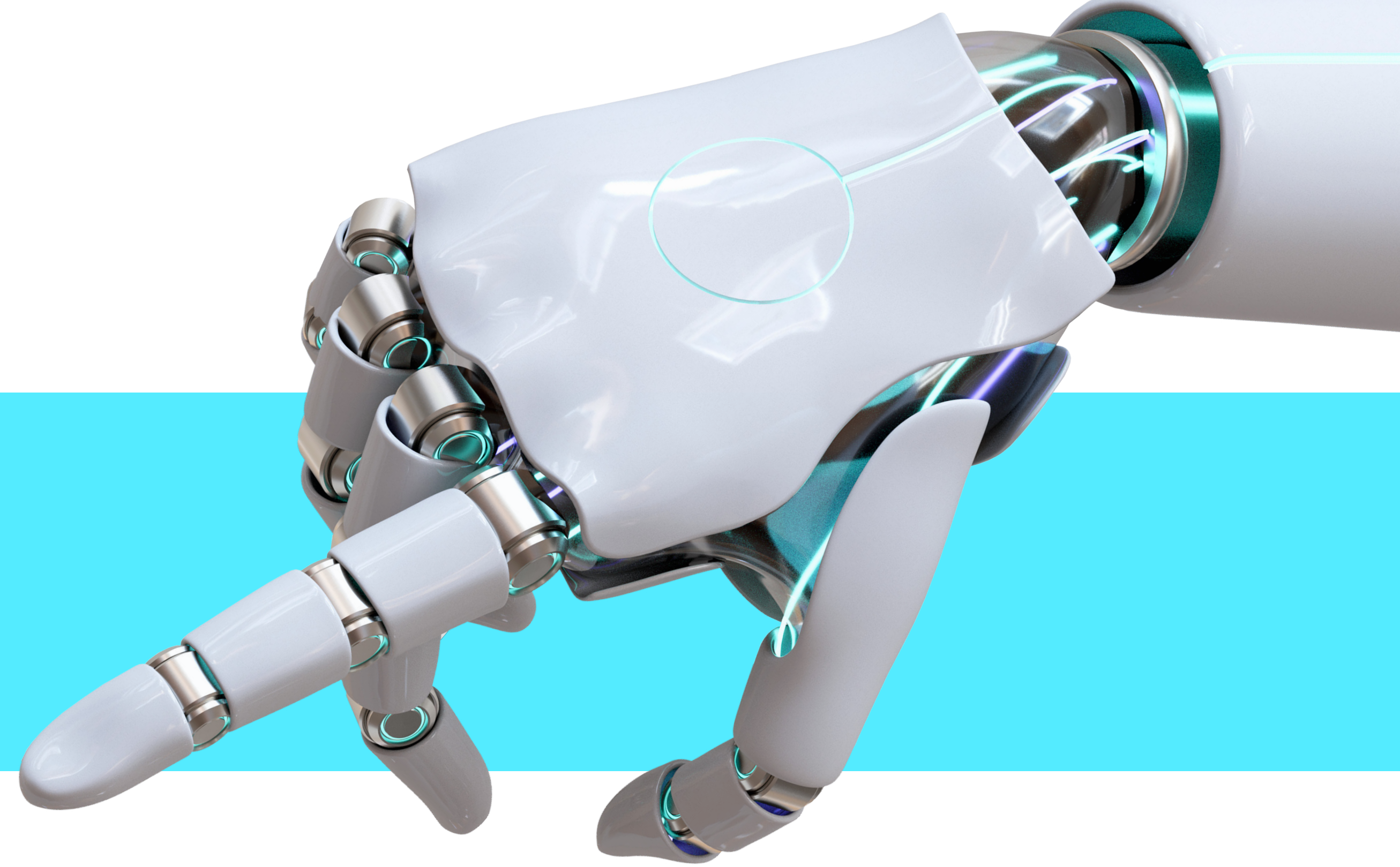
For every **\$1** invested, top performers earn **\$8** ROI (KPMG).

✦ Labor shortages make automation A MUST, not an option



# Q&A / CONTACT

*Let's discuss AI solutions  
for your business!*



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