**Company Intro:**

Omilia is a world leader in Natural Language Understanding technology, and the only company in the world that has successfully developed and deployed a Natural Language Understanding (NLU) end-to-end Conversational Self Service IVR platform, that works seamlessly over voice or text channels. Omilia’s DiaManT® platform, includes and incorporates all necessary underlying technologies that contribute to delivering human like conversational customer service, including Automatic Speech Recognition (deepASR®), Interactive Voice Response (IVR), Dialogue Manager (DM) and Voice Biometrics (deepVB®), and has already been trained to understand and deliver service in 7 Languages including US English, Spanish, Russian, Romanian, Ukrainian and Greek. Our conversational customer care technology has already been commercialized with success and Omilia already has 10 live projects with Banks, Mobile Network Operators and Utilities around the world, and is currently delivering another 15 across geographies.

**Topic:**

Omilia, over a three hour session shall present its history, services, market and market strategy and shall deliver a basic overview of its technologies.

**Agenda:**

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| **Part** | **Format** | **Duration** | **Speaker** |
| *Intro to Omilia* | Powerpoint | 25” | John Nikolaidis |
| Tech Tour: **Speech Channel** | RBC Live demo | 20” | Dimitris Vassos |
| Tech Tour: **Text Channel** | RBC Chat Demo | 5” | Dimitris Vassos |
| Tech Tour: **Big Data** | Reporting Demo | 10” | John Nikolaidis |
| *Break – 30 minutes* | | | |
| Market: **Competition** | Powerpoint | 10” | John Nikolaidis |
| Market: **BizDev Strategy** | Powerpoint | 10” | John Nikolaidis |
| Market: **Commercial Expansion** | Powerpoint | 10” | John Nikolaidis |
| Team: **Org Chart** | Powerpoint | 5” | John Nikolaidis |
| Core Technologies: **DNN ASR** | Powerpoint | 15” | Dimitris Vassos |
| Core Technologies: **VB** | Powerpoint | 15” | Dimitris Vassos |
| Q&A | Free Speech | 20 |  |

**Speakers:**

|  |  |
| --- | --- |
|  | **DIMITRIS VASSOS:** *CEO &* *Founding Partner*  Dimitris is Omilia’s CEO, our Chief Software Architect and one of our Founding Partners. Dimitris is an NLU technology visionary with a passion for excellence, and more than 17 years of experience in Customer Care self-service solutions. His career started back in 1997 with IBM UK, where he contributed to IBM’s Voice product portfolio development and its rollout in more than 70 countries. Upon his return to Athens in 2002, Dimitris founded Omilia out of his house garage, with a mission to re-invent customer service.  **STUDIES:**  **Imperial College London:** M.Sc., Digital Communications & Signal Processing  **Imperial College London** B.Eng, Information Systems Engineering |
|  | **JOHN NIKOLAIDIS:** *CCO & Partner*  John, Omilia's CCO & partner, is a seasoned Sales Executive with more than 20 years of experience in International Business Development. John has extensive experience in marketing Mobile and IT services in some of the most competitive B2B environments and has a proven track record of successfully starting new business in APAC, EMEA and LATAM for many listed mobile tech companies targeting Banks, Brands and MNOs. |