SPITCH

driven by voice

Company Overview

Spitch is a global provider of B2B and B2C Conversational AI solutions, headquartered in Switzerland since 2014 with a presence in many countries across Europe and North America. Spitch helps enterprises to better understand and serve their customers through the use of Natural Language Processing (NLP), Artificial Intelligence (AI) and Machine Learning.

Spitch both owns and is constantly developing its core technology. This is taken to market in the form of end-to-end products such as virtual assistants, voice biometrics and speech analytics.

Delivered from one central technology stack, Spitch provides a unique and truly omnichannel experience - voice and text chat is automatically synchronised in solutions providing both customer and employee support services in a flexible and seamless way.

Spitch has gained a reputation that is synonymous with the high quality and precision upon which Swiss products are both founded and globally recognised. A growing number of organisations, large and small, private and governmental alike have come to rely on such dependability in the Spitch solutions.
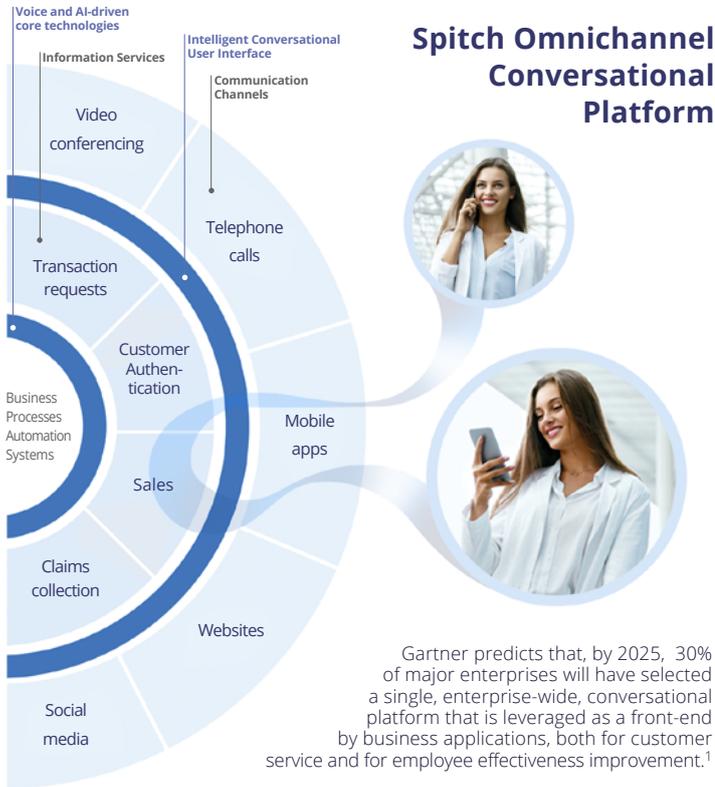
Mission
Delivering high-precision Conversational AI to improve customer experience and reduce costs

Vision
Leading Natural Language Processing (NLP) technologies that enable businesses to automatically identify, understand and service their clients

Spitch believes that voice interfaces have become of paramount importance. The market penetration, volume and number of adopters of Conversational AI is growing exponentially. This trend in the markets is something that no enterprise should ignore in their efforts to address customer needs. Spitch employees, advisors and investors as well as leading independent analysts all share this vision of the direction and inertia of the technology.

Spitch's growing client portfolio boasts Tier 1 Swiss banks – organisations with impeccable reputation and the highest operating standards renowned for a tradition of quality service and security to their customers. At the heart of Spitch's philosophy lies a commitment to provide its customers with quick wins in cost savings and customer experience improvement, delivering a strong ROI and helping clients realise their long-term strategy and vision.

Data protection is at the forefront of the Spitch ethos and all the necessary support is provided so that Spitch customers can house and run the software either in their own data centres, their private cloud, or completely in the Spitch cloud, as their needs dictate.

Another key differentiator for Spitch is very fast delivery thanks to its out-of-the-box products combined with an advanced toolkit for tuning and further development of applications, whether by Spitch, the customer or partner. The ever-growing partner network is something that Spitch is immensely proud of. Every effort is made to help its trusted partners and their customers benefit from its solutions right from the very first day with Spitch. In this way, dozens of brand names have come to trust Spitch and use its solutions to enforce their market positions.

Spitch Omnichannel Conversational Platform

Voice and AI-driven core technologies

Information Services

Video conferencing

Transaction requests

Business Processes Automation Systems

Customer Authen-tication

Sales

Claims collection

Social media

Intelligent Conversational User Interface

Communication Channels

Telephone calls

Mobile apps

Websites

Gartner predicts that, by 2025, 30% of major enterprises will have selected a single, enterprise-wide, conversational platform that is leveraged as a front-end by business applications, both for customer service and for employee effectiveness improvement.[1]

We developed our own core technology and provide clients with:

Virtual Assistants   Speech Analytics   Voice Biometrics

Our products and solutions operate in omnichannel mode (voice plus text, including chat and social networks) and automate both customer support and employee support services.

Gartner COOL VENDOR 2019

Spitch is Cool. Recognised by Gartner.

Spitch has been named a "Cool Vendor" by Gartner in the "Cool Vendors in Speech and Natural Language" report[2], as one of only three innovative companies that deliver custom-made, highly performant speech and natural language systems that move beyond what standard API and cloud offerings provide.

Recognition by market leaders

Gartner.
Gartner Includes Spitch in its Market Guide for Speech-to-Text Solutions Among Market Leaders[3]

swisscom
Swisscom included Spitch in its Swiss Artificial Intelligence Startup Map[4]

accenture
Accenture believes in the power of Artificial Intelligence (AI) and Spitch as a part of it "Technology for People: The Era of the Intelligent Enterprise"[5]

pwc
Spitch was listed by PwC in «Artificial Intelligence Evolution: Main Trends» report as one of the key solution focused players presenting an extensive coverage in terms of applications[6]

REGTECH 100
Spitch is recognized as one of the world's most innovative providers of technology solutions to address regulatory issues[7]

CYBERTECH100 2020
Spitch has been recognized as one of the world's most innovative CyberTech companies for financial services[8]

opusresearch
Spitch mentioned in Opus Research Report: "2020 Intelligent Authentication and Fraud Prevention Intelliview" as one of the key voice biometrics solutions providers[9]

FORRESTER
Spitch was mentioned in the report by Forrester «Best Practices and Trends: Voice Biometrics»[10]

1 — https://www.gartner.com/doc/3956529
2 — https://www.gartner.com/doc/3970415
3 — https://www.gartner.com/en/documents/3983881
4 — https://www.swisscom.ch/en/business/enterprise/downloads/digitalisierung/swiss-artificial-intelligence-startup-map.html
5 — https://www.accenture.com/ch-de/insight-disruptive-technology-trends-2017-en
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7 — http://fintech.global/regtech100/regtech-100-2018/
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9 — https://opusresearch.net/wordpress/2020/09/02/opus-research-report-2020-intelligent-authentication-and-fraud-prevention-intelliview/
10 — https://www.forrester.com/report/Best+Practices+And+Trends+Voice+Biometrics/-/E-RES159877

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