

PRESS RELEASE

msg and Neohelden enter into partnership in the field of voice-based AI assistants for business applications

The goal of the partnership is to help customers in all industries make their business processes more efficient through conversational AI solutions

Munich, July 30, 2020. IT consulting company msg and high-tech start-up Neohelden are collaborating to jointly introduce voice-controlled AI assistants for business applications to the market. Neo, the digital assistant developed by Neohelden, allows users access to different business applications using natural language control (so-called “conversational AI”) with minimal development effort. msg brings extensive industry expertise, as well as implementation and project management expertise to the partnership. By combining their core competences, the two partners are able to offer customers attractive solutions that are perfectly tailored to their business models.

Breaking down data silos and simplifying business processes

Companies use a wide variety of software applications. These programs often create data silos, making it difficult to exchange information between them. As a result, there is an increased demand for AI assistant solutions that can help companies simplify the exchange of information between programs. Together, msg and Neohelden offer AI assistants that enable multi-lingual control of software systems. Users can control applications and machines through language and text, all from the same interface. Doing so reduces the amount of time employees are forced to spend on documentation, while also making record keeping and administrative processes, such as travel expense accounting or maintenance work, more efficient.

The product is based on Neo, a voice bot developed by Neohelden. It can be run on Windows, Linux, macOS, iOS and Andros; has its own platform for configuration and enhancement; and allows for the connection of third-party systems in 18 different programming languages, thereby minimizing development effort. In addition, Neo can be operated in an in-house data center (“on premise”), on a public cloud or offline.

Industry expertise compliments AI solution

As the service provider, Neohelden provides the Neo AI assistant solution. msg advises and accompanies customers, from implementation to customization of the application to specific industry environments. “This partnership allows us to offer our customers an entirely worry-free package and to optimally react to any challenges,” states Holger Hornik, Head of Artificial Intelligence & Data Analytics at msg.

“As a service provider, we are thrilled to be entering into a partnership with the established IT consulting company msg, thereby expanding our access to the market,” explains Dr. Kiryo

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Abraham, CEO of Neohelden. “We benefit from msg’s extensive experience with implementation and consulting projects in a wide range of industries.”

Neohelden

Neohelden GmbH is a high-tech startup from Karlsruhe (Germany) founded in July 2018. Neohelden develops Neo, the AI assistant for business. The focus of Neo is translating processes into simple “conversations”: With Neo, users can control and query all their tools, machines and systems simply via text or voice using a simple and user-centric interface. With the Neo Enterprise Assistant Platform (NEAP), Neo can be adapted to the company’s own processes and connected to systems and machines via a drag & drop interface. The simple configuration can be carried out by the customer himself - for the most part even without programming skills - and therefore offers the ideal prerequisite for the implementation of versatile and complex use cases. With NEAP, companies can provide their own digital AI assistants. The platform thus comprises all components which, in interaction, enable (1) the “building” and configuration of the own digital assistant and (2) the actual use and deployment of the AI assistant.

msg

msg is an independent, international group of companies with more than 8,000 employees around the world. It offers a holistic service spectrum of creative, strategic consulting and intelligent, sustainable and value-added IT solutions for the following industries: automotive, banking, food, insurance, life science & healthcare, manufacturing, public sector, telecommunications, travel & logistics, as well as utilities, and has acquired an excellent reputation as an industry specialist during its 40 years in business. Within the group, independent companies cover the wide variety of industry and issue-based competence: msg systems ag forms the core of the company group and works in close cooperation with the subsidiaries, both on a business and organizational level. This allows the competence, experience and know-how of all the members to be bundled into a holistic solution portfolio with measurable added value for its customers.

msg holds sixth place in Lünendonk's ranking of IT consulting and system integration companies in Germany.

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