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Nur für interne Nutzung

Keine Weitergabe an Dritte gestattet

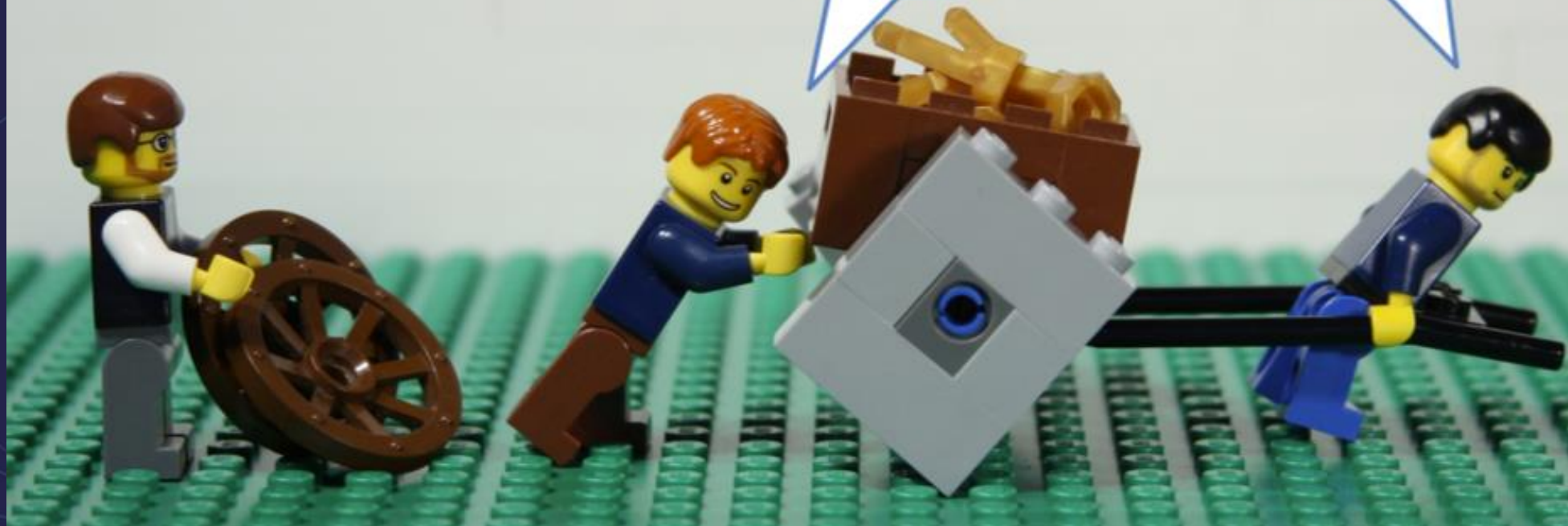
Digital Employees: towards the fully automated enterprise

ALUMINIUM Business Summit
28.09.2021

Are you too busy to improve?

No thanks!

We are too busy



01 SUSI&James x ALUMINIUM



Digital Employees
Hand off manual work
Relieve people.



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01 SUSI&James x ALUMINIUM



SUSI can speak and learns to operate programs independently.



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Modular Digital Employees on our AI platform EVA for maximum flexibility.



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01 SUSI&James x ALUMINIUM | SUSI&James as Strong Partner

- **Strong partners**

Viola Metzner & Hans-Josef Orth, founders Formel D
Dr. Jonas Moßler, founder of SUSI&James

- **Patent holder Hybrid AI**

"Merging man and machine in real time".

- **Strong technology platform "EVA"**

Based on established industry standards for Digital Workforce
(Voice, Process Automation, Cognition)

- **Powerful networking**



01

SUSI&James x ALUMINIUM | Selected reference projects

CROSS functionality

Speech Processing

Enterprise Systems & Process Automation



VOLKSWAGEN
FINANCIAL SERVICES
AKTIENGESELLSCHAFT

MENNEKES



TOTAL

ivoris®
die kraftvolle Zahnarztsoftware

MVZ
Klinikum Esslingen

o-MED

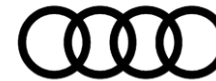
Zahnzentrum Rhein Main
Von Anfang an in guten Händen



Mercedes-Benz



PORSCHE



BASF
We create chemistry

VOLKSWAGEN
GROUP RETAIL DEUTSCHLAND



Ihre Apotheken
Online + vor Ort

HOLZ-ZENTRUM
SCHWAB
wer sagt uns...

EvoBus



Leica
MICROSYSTEMS

Vergölst®
Reifen + Autoservice



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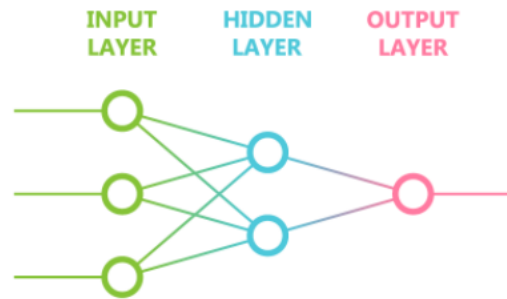


We bundle the latest technologies into one product - EVA.
This is the source of the expertise of our digital employees.

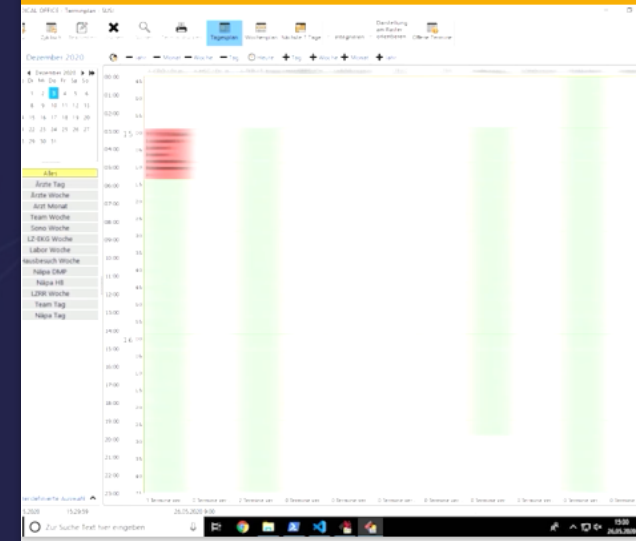
Voice – Sprachsteuerung & Sprachassistentz



DeepLearning – Maschinelle Lernverfahren



CPA – Kognitive Prozessautomatisierung



01

SUSI&James x ALUMINIUM | Our USP



The competencies of our digital employees

Kommunizieren



Chatten

- ✓ Auf Ihrer Website
- ✓ In Ihrer App
- ✓ Individuelle Dialoggestaltung



Telefonieren / Sprechen

- ✓ Anrufe annehmen
- ✓ Anrufe weiterleiten
- ✓ Anrufe ausgehend tätigen
- ✓ Anliegen erkennen
- ✓ Fragen beantworten
- ✓ Gezielt Daten abfragen
- ✓ Termine vereinbaren



E-Mails bearbeiten

- ✓ E-Mails lesen
- ✓ E-Mails weiterleiten
- ✓ E-Mails senden

Prozesse automatisieren



Programme selbstständig bedienen

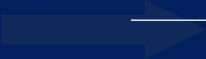
- ✓ Programmierschnittstellen (APIs) bedienen
- ✓ Mausclicks und Tastatureingaben automatisieren
- ✓ Termine in Ihr System eintragen



Warenwirtschafts-Daten aktualisieren

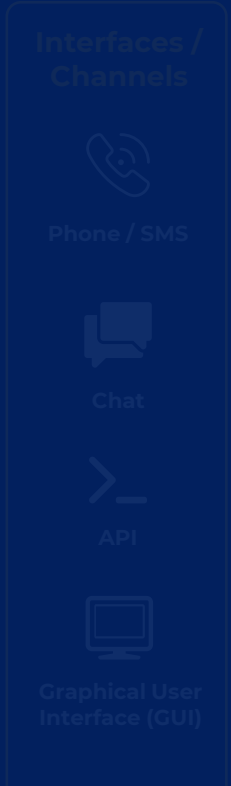
- ✓ Stammdaten bearbeiten
- ✓ Preise prognostizieren
- ✓ Lieferanten automatisch anfragen
- ✓ Qualitätssicherung proaktiv unterstützen
- ✓ Bestellung mit Auftragsbestätigung abgleichen
- ✓ Wareneingänge prüfen

+ stetig wachsend



Technology Stack

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The architecture for developing digital employees

Digitaler Mitarbeiter

Input aus bestehenden Systemen, Prozessen und Kanälen

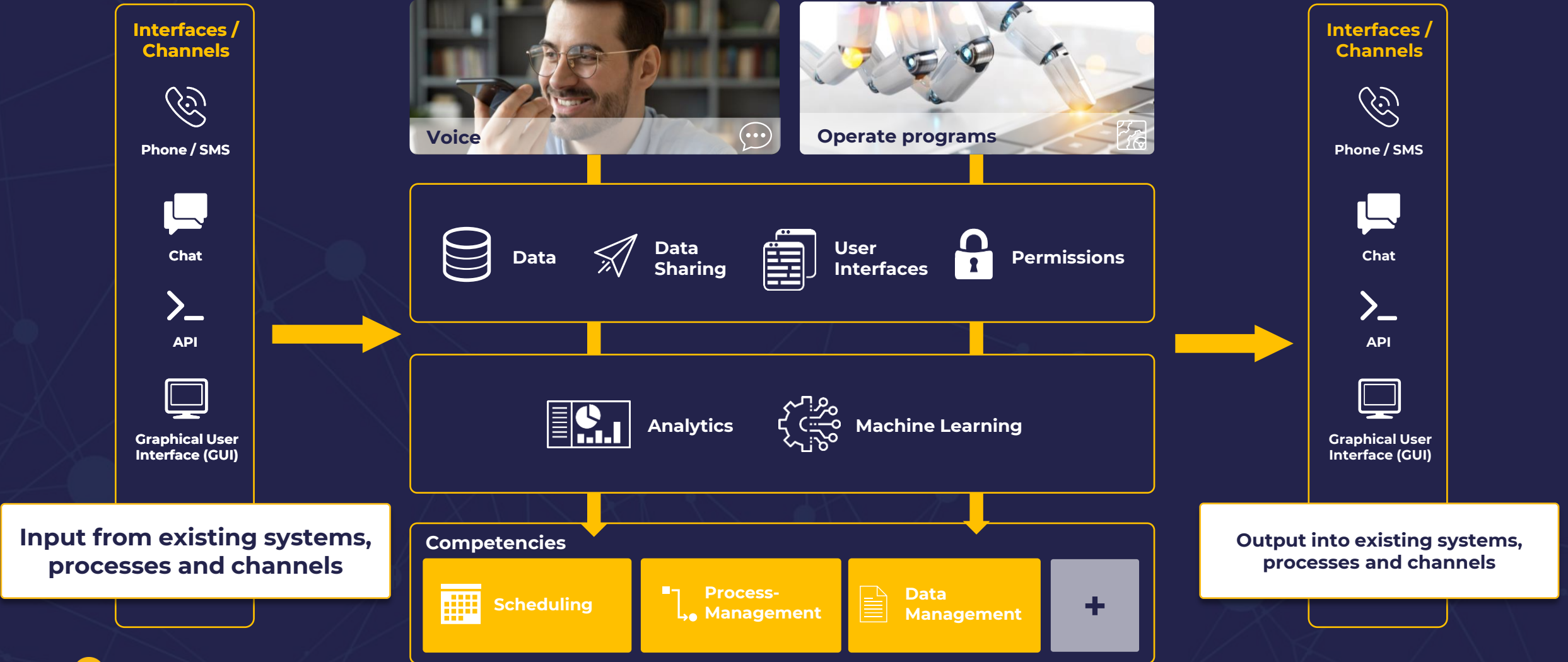
Lösung mittelkomplexer Aufgaben im Betriebsablauf.

Output in bestehende Systeme, Prozesse und Kanäle

01 SUSI&James x ALUMINIUM | SUSI as Digital Employee: Architecture



01 SUSI&James x ALUMINIUM | SUSI as Digital Employee: Architecture



Automotive & Industry



Development

Test-Drives

Prototyping-
Management

Rapid
Prototyping

Data-
Management

Production

Logistics

Production
control

Quality-
management

Maintenance

After-sales

24/7 Customer
Journey

Workshop and
Dealer Mgmt.

Predictive market
analyses

Warranty
Management

01 SUSI&James x IAA2021 | Benefit with SUSI



- ✓ Is always available
- ✓ Reduces communication efforts
- ✓ Creates transparency
- ✓ Increases quality and standardization
- ✓ Saves costs
- ✓ Reduces documentation efforts
- ✓ Accelerates processes
- ✓ accelerates decision-making processes
- ✓ Reduces repeat errors

Other use cases for Digital Workforce

Digitale Mitarbeitern sorgen 24/7 für Ihre Erreichbarkeit

Cross-industry

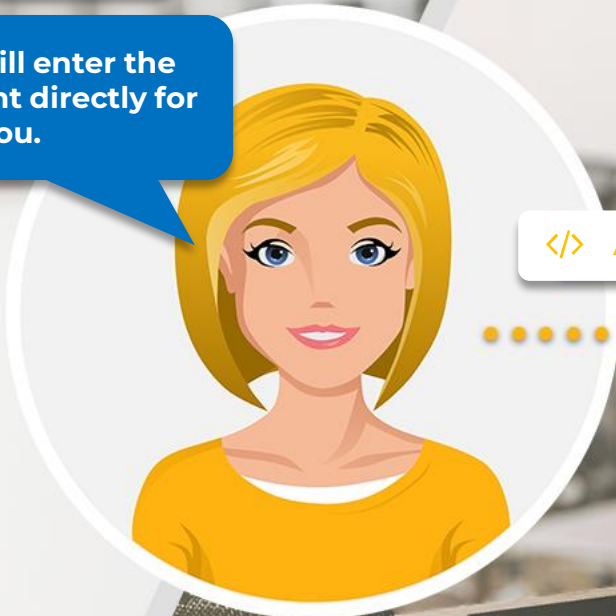


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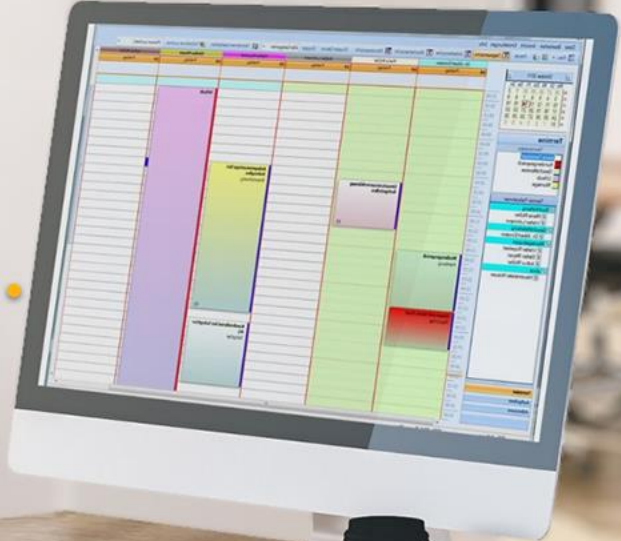
I need an appointment next week Wednesday for a tire rotation.

Gladly. I will enter the appointment directly for you.



</> API / CPA

Termin eingetragen



First point of contact for the customer - 24/7

Solving moderately complex tasks in operations.

Use of existing systems/processes

03

SUSI&James x ALUMINIUM | Digital employees for the breakdown service
Product presentation: SUSI for telephony



Digital employees for the breakdown service

Highly available when the customer needs you



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Digital workforce for 3D printing spare parts supply

Digital employees revolutionize your supply chain

Digital employees for the customer experience

Omnichannel AI for technical support at Mennekes



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Digital workforce for customer experience

"Elodie" AI for TotalEnergies website

03

SUSI&James x ALUMINIUM | Digital employees for process handling in ERP systems
Product presentation: SUSI for ERP systems

Digital employees for control in ERP systems

Digital employees support your delivery processes



03 SUSI&James x ALUMINIUM | Digital employees to control a single workstation production

Product presentation: SUSI for production control

Digital employees for the control of single-station production

SUSI supports your production processes.



For SUSI&James, confidentiality, availability and integrity of information have a high value.

We have taken extensive measures to protect sensitive information. In doing so, we follow the information security questionnaire of the German Association of the Automotive Industry (VDA ISA). With TISAX (Trusted Information Security Assessment Exchange), the ENX Association supports the joint acceptance of information security assessments in the automotive industry on behalf of the VDA. The assessment was performed by an audit provider. The result can be accessed exclusively via the ENX portal: <https://enx.com/en-US/TISAX/.TISAX> and the TISAX results are not intended for the general public. Translated with www.DeepL.com/Translator (free version)



Also known from...

Automobilwoche
DIE BRANCHEN- UND WIRTSCHAFTSZEITUNG

auto motor sport **MC/OVE**

AUTOMOBIL INDUSTRIE

Frankfurter Allgemeine

Business Punk
WORK HARD. PLAY HARD.

OEM&Lieferant



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**We are looking forward to a
successful cooperation!**