

Lot 1 Service Document: Cloud Hosting

EBI.AI provide and manage cloud services that will create a bespoke AI (Artificial Intelligence) solution for your organisation. This includes provisioning and management of AI models, integrations, storage and network infrastructure.

We are a UK based AI company with 10+ years of experience in AI solutions and 20+ years of experience in digital transformation & system infrastructure. We combine AI models, services, traditional database and cloud services, 3rd party SaaS (Software as a Service) integrations, plus telephony and chat to provide comprehensive, secure and trustworthy AI solutions.

Successes Local Councils have achieved with EBI.AI:

1. 22% YoY reduction in call volume
2. Cut call costs from £6+ a call to <5p per request
3. 67% increase in CSAT
4. Savings of £50,000 in <6 months
5. 533% ROI (Return on investments) in <6 months

Our speciality comes from utilising our experience in digital transformation & systems integration combined with AI models to create bespoke AI solutions that solve your specific business problems. We are not restrained to one technology or supplier and instead take advantage of the widest possible array of AI solutions ensuring necessary cost reductions & and increase in customer satisfaction simultaneously.

Onboarding support

As you are utilising a bespoke solution we will do the vast majority of the onboarding on your behalf.

After sales support

The level of support you require is entirely up to you; we have the flexibility to offer self service, a full managed service or somewhere in-between. We understand AI may be a new implementation for most companies, so pride ourselves on our customer care ensuring you feel confident and supported.

Technical requirements from your team

There are no technical requirements necessary from your team.

Security

We maintain extremely high levels of security as we work in regulated industries. All security and privacy requirements are handled by us.

Outage and maintenance management

We have over 99.99% levels of uptime.

More information

For more information and case studies please visit our website: EBI.AI