

Lot 2 Service Document: Cloud Software

EBI.AI is a UK based Artificial Intelligence (AI) company with 10+ years AI experience and 20+ years digital transformation and systems integration experience. We work with businesses of all sizes to democratise AI and ensure every business can improve their systems & processes with AI. Our platform, AI Studio, allows you to build, manage and grow AI assistants.

We have years of experience working with Local Councils such as Barking and Dagenham, Coventry and Watford managing their AI customer service solutions including AI telephony, AI assistants, live chat and integrations. AI Studio starts at £99 per month and we offer additional services to help you manage your AI.

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 in <6 months

Onboarding support

Depending on your requirements we can offer varying levels of onboarding support. Our dedicated implementation team are always on hand if you need any help or advice.

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 needed from your team. We take care of the security, AI, NLP (Natural Language Processing), LLM (Large Language Model), integrations and deployment. You simply ensure your content is correct and that

your AI is branded to your Local Council. It is estimated there are over 10 roles and skills required to build an AI assistant, we have all 10 within our team, plus many more. It is unrealistic to expect each individual organisation to have this skillset and the time to implement AI effectively, so we do it for you.

Security

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

Outage and maintenance management

We have over 99.99% levels of uptime. We continually improve our platform; it is always evolving to ensure your AI is the best it can be.

More information

For more information, please visit our website: EBI.AI