

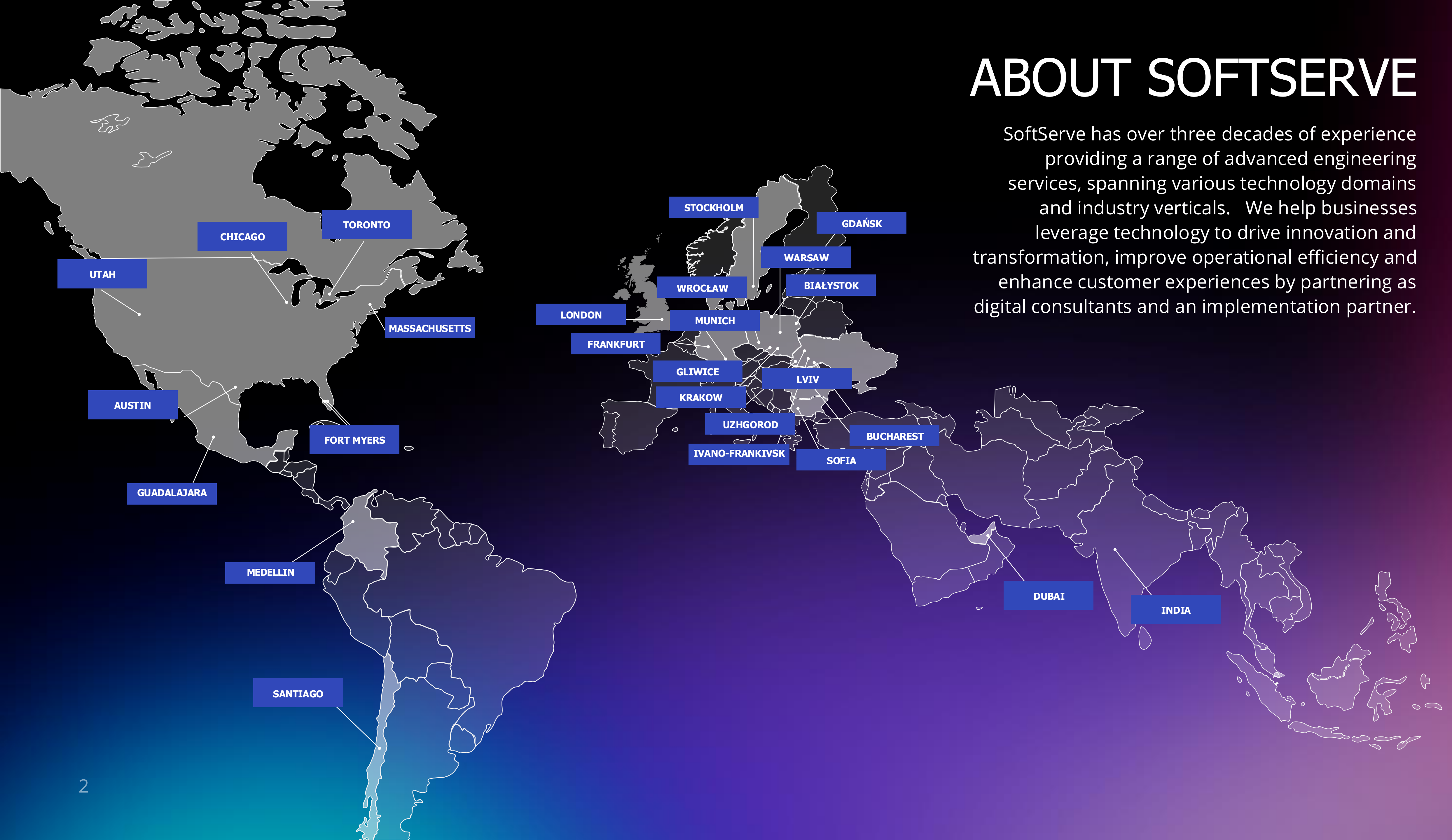
softserve

Lot 2b - Software as a Service

G-CLOUD 15

ABOUT SOFTSERVE

SoftServe has over three decades of experience providing a range of advanced engineering services, spanning various technology domains and industry verticals. We help businesses leverage technology to drive innovation and transformation, improve operational efficiency and enhance customer experiences by partnering as digital consultants and an implementation partner.



OUR VALUES & MISSION

OUR MISSION IS TO

Enable talented people to change the world.

For over 30 years, we have been providing top-tier technology solutions. Our success in delivering sophisticated enterprise software stems from our integration of engineering expertise, cutting-edge technology, user-centric design, and a highly collaborative approach. At the heart of our business is our commitment to building strong relationships.

Our transparency and integrity have earned us the trust of our clients. We stand out due to the exceptional quality of our work, the vibrant culture we foster, and the resilience demonstrated by our team.

We pride ourselves on our straightforward approach in all our endeavours. Our agility, dedication to excellence in technology, and unwavering focus on delivering results enable us to thrive in challenging and intricate settings.

Our ability to remain flexible, combined with a staunch commitment to outstanding technical performance and a laser focus on achieving specific outcomes, consistently allows us to accomplish what others might not.



Trust

We cultivate an environment where trust thrives because of honesty, transparency, and mutual respect.



Teamwork

We value collaborative teamwork because it advances the success achieved by strong relationships and a sense of belonging.



Growth

We nurture growth, learning, and curiosity within our teams.



Innovation

We achieve technical excellence by fearlessly embracing the challenge to experiment and innovate.



Willingness to help

We are community builders. Our willingness to help is at the heart of what we do.



Exceed expectations

We go the extra mile, measuring our success by exceeding expectations.

CLOUD PARTNERSHIPS

SoftServe's approach is to have a wide list of technology partners. This allows us to leverage the best technologies and solutions for our clients. We have a unique position as a cloud-agnostic consulting and implementation partner with the highest distinctions across the three major cloud providers.



Solutions Partner

- Data & AI
- Digital & App Innovation
- Infrastructure
- Security
- Kubernetes on Azure
- Analytics on Azure
- Infra & Database Migration to Azure

Programs

- End Customer Investment Funds (ECIF)
- Azure Innovate
- Azure Migrate & Modernize (AMM)



AWS Competencies

- Migration
- DevOps
- Data & Analytics
- SaaS
- Energy
- Machine Learning
- Manufacturing & Industrials
- Finance
- Healthcare
- Retail
- Security
- Gen AI

Programs

- Migration Acceleration Program (MAP)
- POC Funding
- Microsoft Modernization Program (MMP)
- Generative AI
- Production-Ready Funding



Premier Partner Specializations

- Generative AI
- Cloud Migration
- Security
- Data & Analytics
- Machine Learning

GCP Programs

- Deal Acceleration Funds (DAF)
- Partner Service Funds (PSF)
- Professional Services (PSO)
- Pipeline Performance Funds (Marketing PPF)
- Rapid Migration Program (RaMP)

SOFTSERVE GOOGLE CLOUD OVERVIEW

- 1 of 12 Global Strategic Solution Partners (SSPs)
- Early Access Services Partner for Gemini Enterprise
- Highly regarded Delivery Partner
- Eligible for Client Funding: DAF, PSF, and RAMP
- Onboarded as a Provider to Google:
 - *Healthcare API & Maps Development*

180+

Google Cloud
Enabled Clients

800+

Google Cloud
Certified
Professionals

81

NPS



SOFTSERVE AMAZON CLOUD OVERVIEW



APN CONSULTING PARTNER SINCE 2014

AWS COMPETENCIES

In Machine Learning, MLOps, Data & Analytics, DevOps, Migration, SaaS, Financial Services, Healthcare and Retail

SERVICE DELIVERY PROGRAMS:

Amazon Redshift, Amazon EC2 for Microsoft Windows, Amazon EMR, AWS Lambda

100+

Data Scientists and AI/ML Experts, including PhD level

300+

Experts in BI, Big Data, IoT, AR/XR/VR and Robotics

1200+

Cloud Experts

100+

Big Data, AI, ML Projects delivered on AWS in the last 3 years

250+

AWS certified resources

500+

AWS certified resources

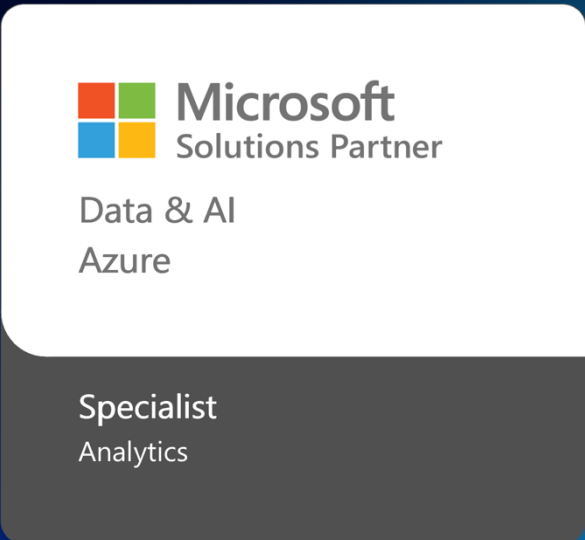
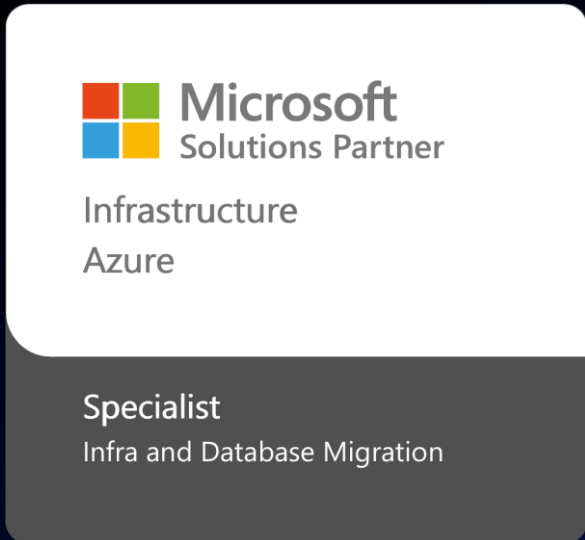
SOFTSERVE & AMAZON CLOUD ADVANTAGE

- Scalable ramp-up teams to identify and deliver Amazon Cloud specific use cases and solutions
- Cloud-first innovations, designed for the speed and security needed by the industry
- End-to-end solutions and lifecycle, from ideation to delivery, support and maintenance

SOFTSERVE MICROSOFT OVERVIEW

MICROSOFT SOLUTIONS PARTNER

Partner since 2004
Global Associates 11, 000



MICROSOFT PRACTICE

- 3 Microsoft MVPs (*only 3300 Globally*)
- 500+ Satisfied Customers **84 NPS Score & 98% Customer Retention**
- 1,300+ Delivered Projects
- 500+ Microsoft Certified Professionals
- 450+ Azure Certified Professionals
- 1800+ Azure Experienced Professionals

PROGRAM PARTICIPATION

- Partner Led Funding
- ECIF Eligible
- Azure Accelerate Eligible
- 30+ Marketplace Offerings

MICROSOFT
ECOSYSTEM
PARTNERS



4X

SOLUTION
AREAS

- Data & AI
- Digital & App Innovation
- Infrastructure
- Security

4X

ADVANCED
SPECIALIZATIONS

- Kubernetes on Azure
- Analytics on Azure
- Infra & Database Migration on Azure
- AI Platform on Azure

+1

SPECIALIZATIONS
END OF 2025

- SAP on Azure

3X

FABRIC ACCREDITATIONS

- Fabric Featured partner
- Real time intelligence Fabric partner
- Fabric Databases featured partner

SOFTSERVE NVIDIA OVERVIEW

NVIDIA ELITE SERVICE DELIVERY PARTNER (SDP)

- Partner since 2020
- Elite Service Delivery Partner (SDP)
- 2025 Service Delivery Partner of Year (NALA)
- 2024 NVIDIA Consulting Partner of Year (EMEA)
- 2023 NVIDIA Outstanding Impact Partner of Year (EMEA)

NVIDIA PRACTICE

- Global Launch Partner for **NVIDIA Omniverse**
- Launch Partner for **NVIDIA AI Enterprise**
- **NVIDIA AI Blueprint** Launch Partner



400+

NVIDIA Experienced Professionals

100+

Omniverse & Robotics Experts

1000+

Experts in Big Data, AI/ML, Robotics, IoT, AR/VR, R&D

50+

NVIDIA Certified Engineers

50+

experts contributing to NVIDIA's Certification Champions programs

SOFTSERVE IS ADVANCED TECHNOLOGY PARTNER (ATP)

STRATEGIC FOCUS AREAS

AGENTIC AI
(Gen AI)

Industry Solution Focused

PHYSICAL AI / ROBOTICS
(Omniverse, Digital Twins, Industrial AI, Simulation)

Packaged Solution Focused

EMBEDDED COMPUTE
(Edge Solutions, Computer Vision, etc.)

NVIDIA AI Factory Focused

OUR AI & GENAI CAPABILITIES

AI Practice in Numbers

200+

AI & Data Science experts,
including PhDs

700+

Experts in BI, Big Data, IoT,
Robotics, VR & R&D

2000+

Complex AI projects delivered
200+ AI in 2024
100+ Agentic & Gen in 2024

State-of-the-Art Expertise

Artificial Intelligence

- Agentic AI & Generative AI
- Responsible & Explainable AI
- ML & MLOps
- Deep Learning
- Computer Vision & Natural Language

Advanced Analytics

- Data Analysis
- Predictive Analytics
- Business Forecasting
- Simulation and Optimization

Platform & Infrastructure

- Enterprise AI Platform
- AI Governance
- AI & ML Operations
- Workload Migration
- Efficient AI

Agentic AI & Generative AI

Agentic/Gen AI Clusters

- Agentic & Gen AI Solutions
- Agentic Software Development
- Agentic & Gen AI Readiness
- Agentic & Gen AI Maturity
- Agentic & Gen AI Operations
- Reliable & Trustworthy Gen AI
- Efficient Agentic & Gen AI
- Visual Gen AI
- Agentic & Gen AI for Robotics
- Agentic & Gen AI for Life Science

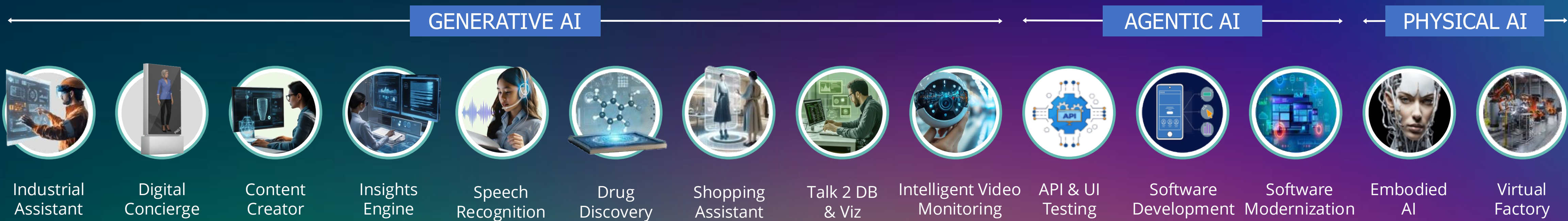
Agentic AI Archetypes

- Data Insights
- Virtual Assistant
- Content & Data - Creation & Augmentation
- Operational Efficiency & Process Automation

Accelerator Solutions

- Talk 2 Database
- Intelligent Video Monitoring
- Insights Engine
- Industrial Assistant
- LLM evaluation framework
- Warehouse Sim
- Content generator
- Secure LLM research

SOFTSERVE GEN AI SOLUTIONS PORTFOLIO



QUALIFICATIONS AND CREDENTIALS

CISCO CYBERSECURITY EXPERTS

Over 300 engineers imbedded in Cisco's premier cybersecurity research group focusing on the industry leading AI/ML tools and Threat Intelligence as a Service.



OFFENSIVE SECURITY CERTIFIED PROFESSIONAL

Professionals who have mastered a comprehensive and practical understanding of the penetration testing process.



CERTIFIED CLOUD SECURITY EXPERTS

Engineering professionals certified in Amazon Web Services, Microsoft Azure, and Google Cloud Platform.



CERTIFIED ISO

Our ISO certifications demonstrate our commitment to robust governance, security, and high-quality service delivery.

9001, 14001, 20000, 27001, 27701, SOC 2



OFFENSIVE SECURITY CERTIFIED EXPERT

Experts who have mastered advanced offensive security techniques.



CERTIFIED PAYMENT CARD INDUSTRY PROFESSIONALS

Experts who gained knowledge of the PCI standards and how the requirements may be applied to organisations.



HIPAA CERTIFIED

SoftServe adheres to and fully complies with all HIPAA privacy requirements.



GDPR EXPERTISE

Experts at General Data Protection Regulation compliance and instituting data protection by default.



CERTIFIED ETHICAL HACKERS

Our Center of Excellence organisation includes experts who look for weaknesses and vulnerabilities in systems and use the same knowledge and tools as a malicious hacker.



CYBER ESSENTIALS CERTIFIED

UK Government backed set of basic technical controls organisations should have in place to protect themselves against common online security threats.



OUR EXTENDED PARTNERSHIPS

















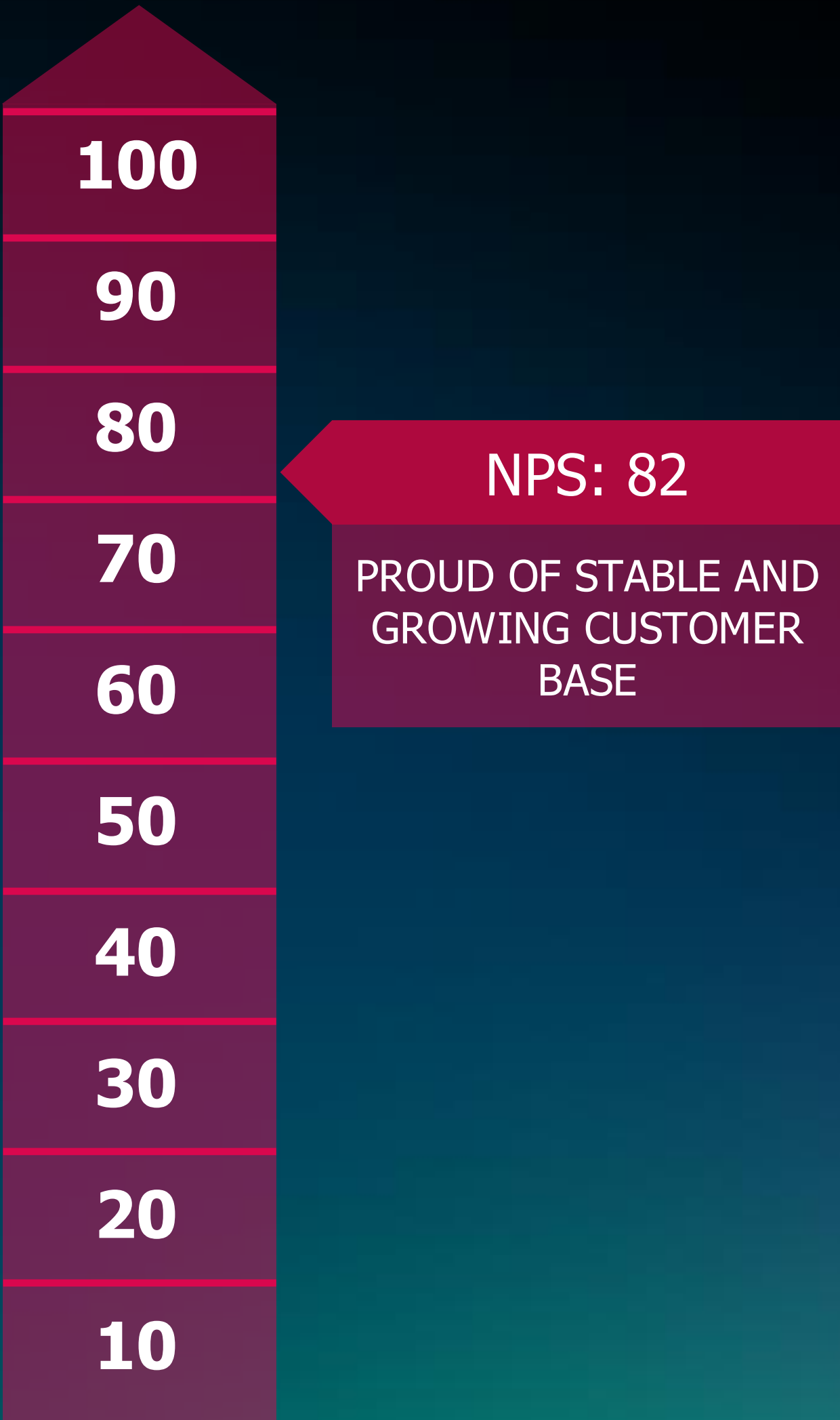
AWARDS AND RECOGNITION



'Best Digital Transformation Consultancy Firm' and 'Best User Experience Solution Provider' at Middle East Finance Banking Technology Summit 2025



CLIENTS' FEEDBACK



“SoftServe’s team has the highest level of security expertise. After security assessment and finding critical vulnerabilities, we decided to continue our collaboration to mitigate the risks. We are confident in our partner and strongly recommend to work with SoftServe.”

ALEXANDER SHEVCHUK

IT Manager
Shell Retail



“We needed a sophisticated and innovative team who could meet the challenge of developing both hardware and software for this complex project, and SoftServe UGE fully exceeded our expectations. The resulting Panasonic Smart Cloud Climate Control system paves the way for more innovative solutions as we expand into new markets and work with SoftServe on bringing the future into our customers’ everyday lives.”

JOSE ALVES

Head of Marketing
Heating and Cooling Systems
Panasonic Appliance Air-Conditioning
Europe



“We knew that we needed a very experienced and strong team of technology experts, who are both analytical and innovative. We were happy to find this partnership with SoftServe. SoftServe’s active participation and partnership approach towards this project, whereby OBH supported SoftServe’s technical delivery with specifications and research on outcomes measurement, has made the difference between an app which merely ‘does the job,’ and one which is able to be sustainably deployed as a routine health tracking innovation.”

DR. NASRIN HAFEZPARAST

CTO and Co-Founder
Outcomes Based Healthcare



SOFTSERVE UNIVERSITY

ENSURES QUALIFICATION OF OUR ASSOCIATES

GLOBAL RECOGNITION

2022 BRANDON HALL GROUP EXCELLENCE IN LEADERSHIP DEVELOPMENT AWARD

Delivery Directors Leadership Program has been globally recognised with one of the most well-known awards in talent development.

EXCELLENCE IN PRACTICE AWARD 2023 BY ASSOCIATION OF TALENT DEVELOPMENT

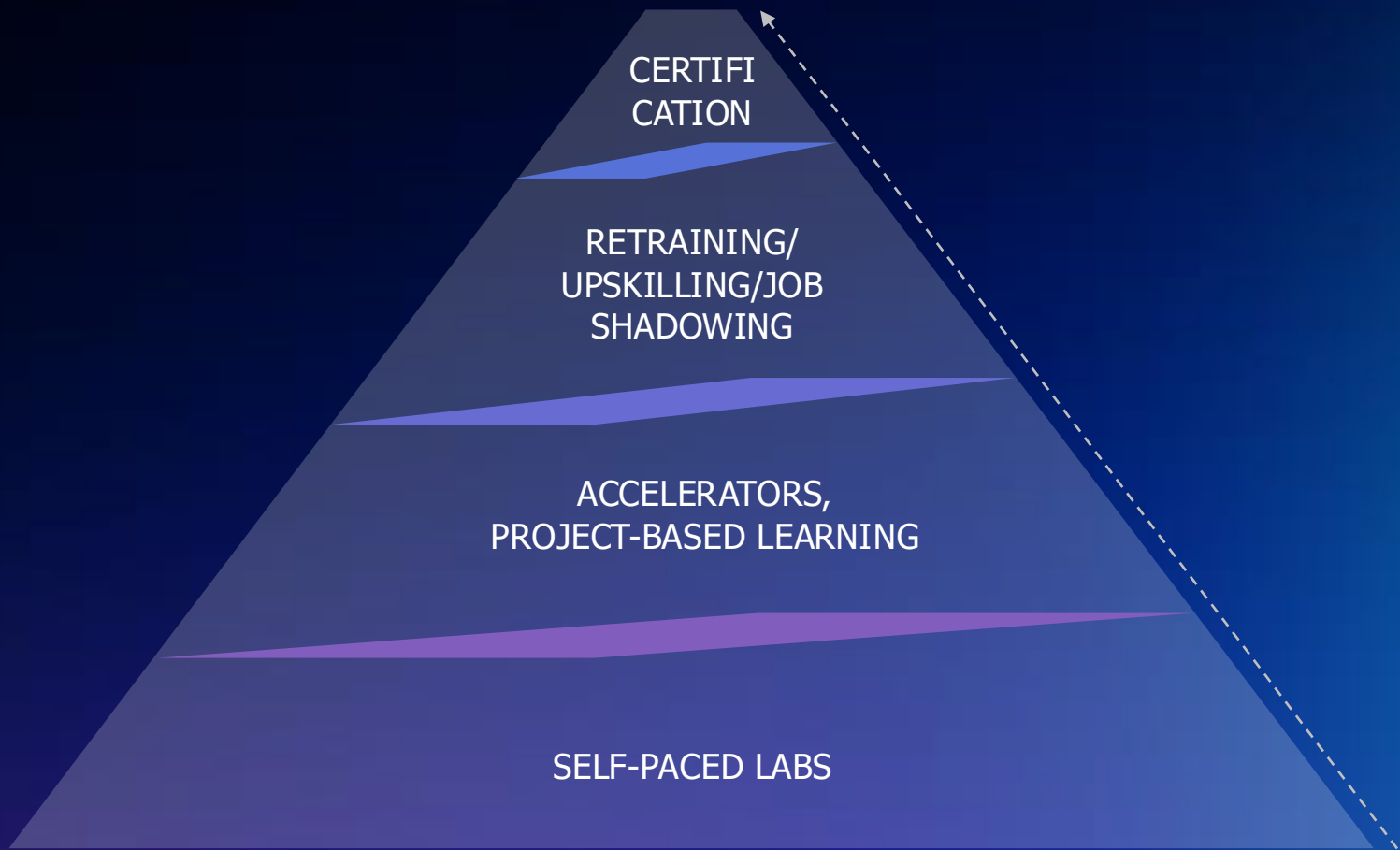
The Transformation of the Learning Function was globally recognised by ATD in December 2022. This change has brought an instant boost to associates' performance, increased the capability of delivering better outcomes at work, bringing more value to the clients.

SEVEN TRAINING DIRECTIONS



95 Partnering universities

LEARNING FORMATS TO SUIT DIFFERENT NEEDS



90
NPS

13 870
Unique learners

401 000+
Total training hours

11 300+
Learning solutions

CORPORATE SOCIAL RESPONSIBILITY

CHARITY FUND **OPEN EYES** | **DEI** | PRO BONO PROGRAM **OPEN TECH**

OUR SUSTAINABILITY ECOSYSTEM

VOLUNTEERING & CHARITY

Creating positive changes in our communities

ENVIRONMENT

Addressing global and local environmental challenges

DIVERSITY, EQUITY & INCLUSION

Providing equal opportunities and an inclusive corporate culture

IT EDUCATION

Enabling major changes in educational approaches to talent development

WELL-BEING

Creating comfortable and healthy working environments

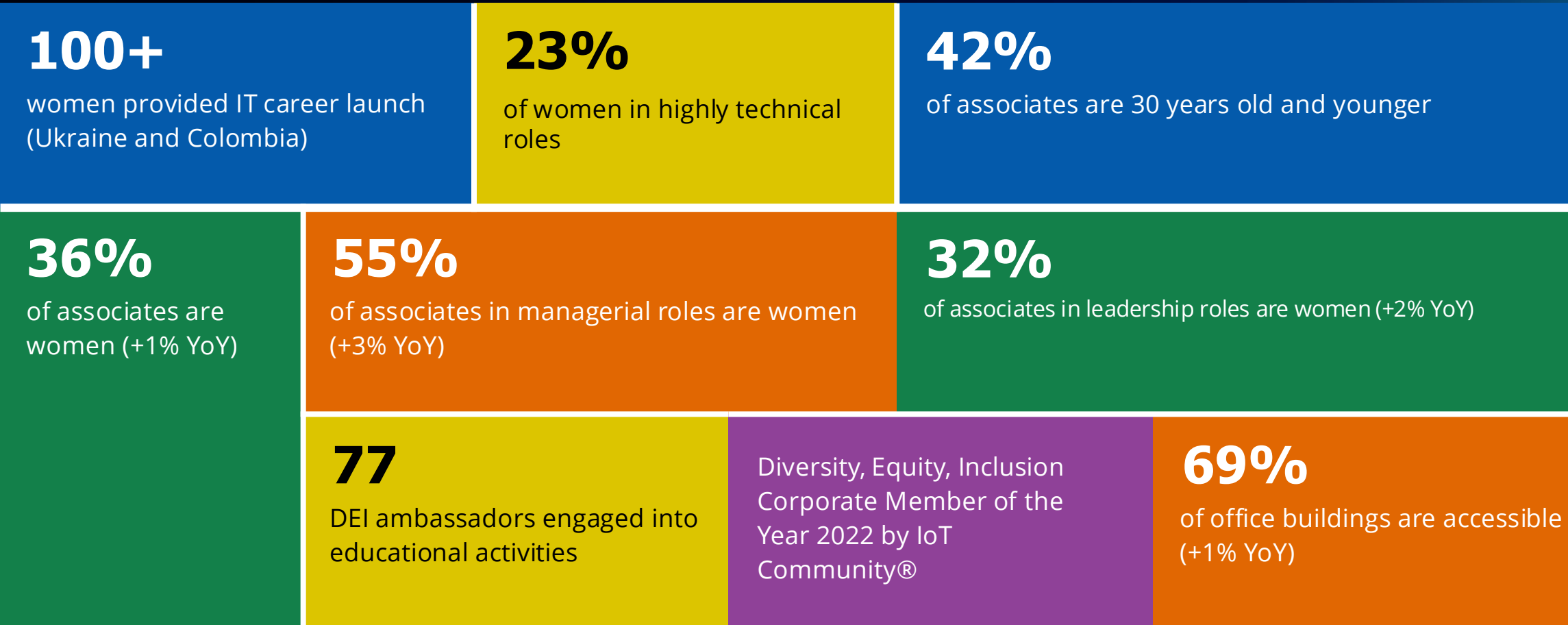
OPEN EYES CORPORATE CHARITY FUND

Driving charitable projects to help those in need

COMMUNITIES

Supporting the development of tech communities

DEI



OPEN EYES



A SELECTION OF OUR CUSTOMERS



Nordea

illi zilliant

cloudera



Deutsche Bank

Panasonic

PEARSON



logitech

ATLASSIAN



LIEBHERR



P I M C O



INDITEX



Mercedes-Benz

SERVICE TRADE



OUR SERVICES

ESG DATA PLATFORM

APPLICATION MODERNISATION PLATFORM

DOCUMENT PROCESSING AUTOMATION

BROADBAND MOBILISATION PLATFORM

GEOSPATIAL SATELLITE IMAGE FILTERING

DISTRICT DASHBOARD

INNOVATION PLATFORM

METRICS PLATFORM

SPEECH RECOGNITION PLATFORM

DIGITAL CONCIERGE

MULTIMODAL INSIGHTS ENGINE

TALK2DB - CONVERSATIONAL DATA
QUERY

GEN AI DRUG DISCOVERY PLATFORM



ABOUT

SoftServe's ESG Data Platform is a cloud-hosted software service that enables organisations to collect, manage and analyse environmental, social and governance data. The platform provides standardised data management, reporting and analytics capabilities to support ESG monitoring and decision-making without bespoke development.

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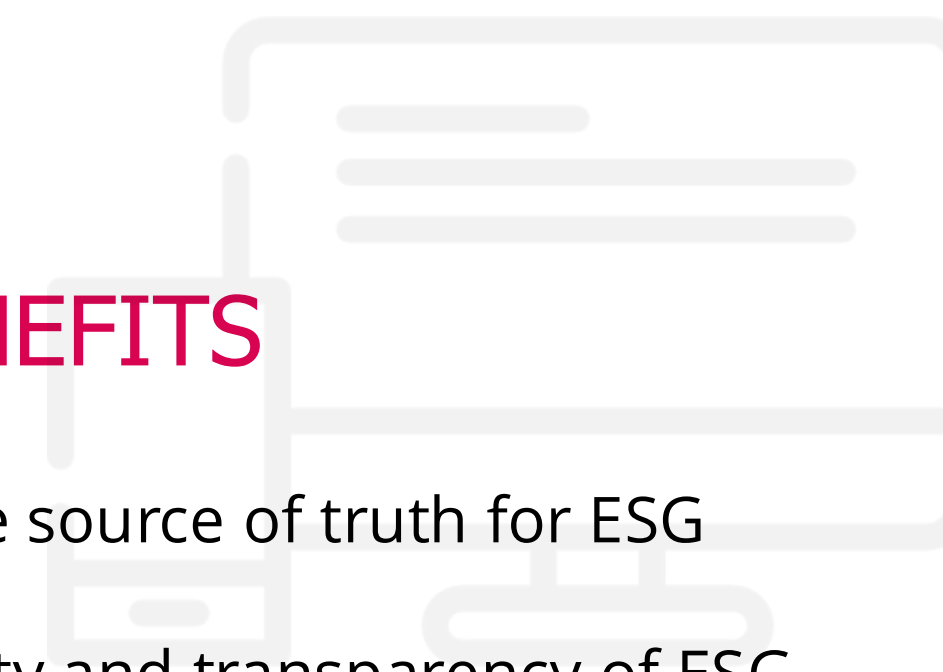
ESG DATA PLATFORM

SERVICE FEATURES

- Cloud-hosted ESG data management platform
- Centralised collection and storage of ESG data
- Configurable ESG metrics, indicators and data models
- Data validation, quality checks and auditability
- Analytics and reporting dashboards for ESG insights
- Role-based access control and security management
- Integration with common data sources via standard interfaces
- Scalable platform operation and performance management
- Platform updates, maintenance and support

SERVICE BENEFITS

- Provides a single source of truth for ESG data
- Improves visibility and transparency of ESG performance
- Reduces manual effort in ESG data collection and reporting
- Supports consistent and auditable ESG reporting
- Enhances data quality and governance
- Enables informed decision-making using ESG insights
- Scales to support evolving ESG requirements
- Avoids bespoke software development





ABOUT

SoftServe's Document Processing Automation is a cloud-hosted software service that automates the ingestion, classification and extraction of information from documents. The platform uses configurable rules and AI-assisted processing to improve efficiency and accuracy, enabling organisations to process documents at scale without bespoke development.

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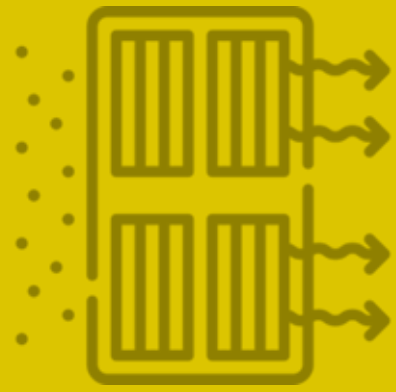
DOCUMENT PROCESSING AUTOMATION

SERVICE FEATURES

- Automated document ingestion from multiple sources
- Document classification and content extraction capabilities
- Configurable processing rules and workflows
- AI-assisted data extraction and validation
- Exception handling and confidence scoring
- Role-based access control and security management
- Processing analytics and operational dashboards
- Platform updates, maintenance and support

SERVICE BENEFITS

- Reduces manual effort in document handling and processing
- Improves speed and accuracy of document-based workflows
- Enables scalable processing of high document volumes
- Enhances data quality through validation and controls
- Improves operational efficiency and turnaround times
- Supports consistent and repeatable document processing
- Increases visibility of document processing performance
- Avoids bespoke automation development



ABOUT

SoftServe's Geospatial Satellite Image Filtering is a cloud-hosted software service that enables users to process, filter and analyse satellite imagery. The platform provides configurable image filtering, enhancement and analysis capabilities to support geospatial insights, without bespoke software development or custom algorithm design.

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GEOSPATIAL SATELLITE IMAGE FILTERING

SERVICE FEATURES

- Cloud-hosted geospatial image processing platform
- Ingestion and management of satellite imagery datasets
- Configurable image filtering and enhancement capabilities
- Support for common geospatial data formats and standards
- Spatial analysis and visualisation tools
- Role-based access control and data security
- Scalable processing and performance management
- Processing metrics and operational monitoring
- Platform updates, maintenance and support

SERVICE BENEFITS

- Enables efficient processing of large satellite imagery datasets
- Improves quality and usability of geospatial imagery
- Reduces time and effort required for image analysis
- Supports scalable and repeatable geospatial processing
- Enhances accessibility of satellite data for users
- Improves decision-making using processed geospatial insights
- Provides consistent and governed image processing
- Avoids bespoke geospatial software development



ABOUT

SoftServe's Innovation Platform is a cloud-hosted software service that enables organisations to capture, manage and prioritise innovation ideas and initiatives. The platform provides configurable workflows, collaboration tools and analytics to support structured innovation management without bespoke software development.

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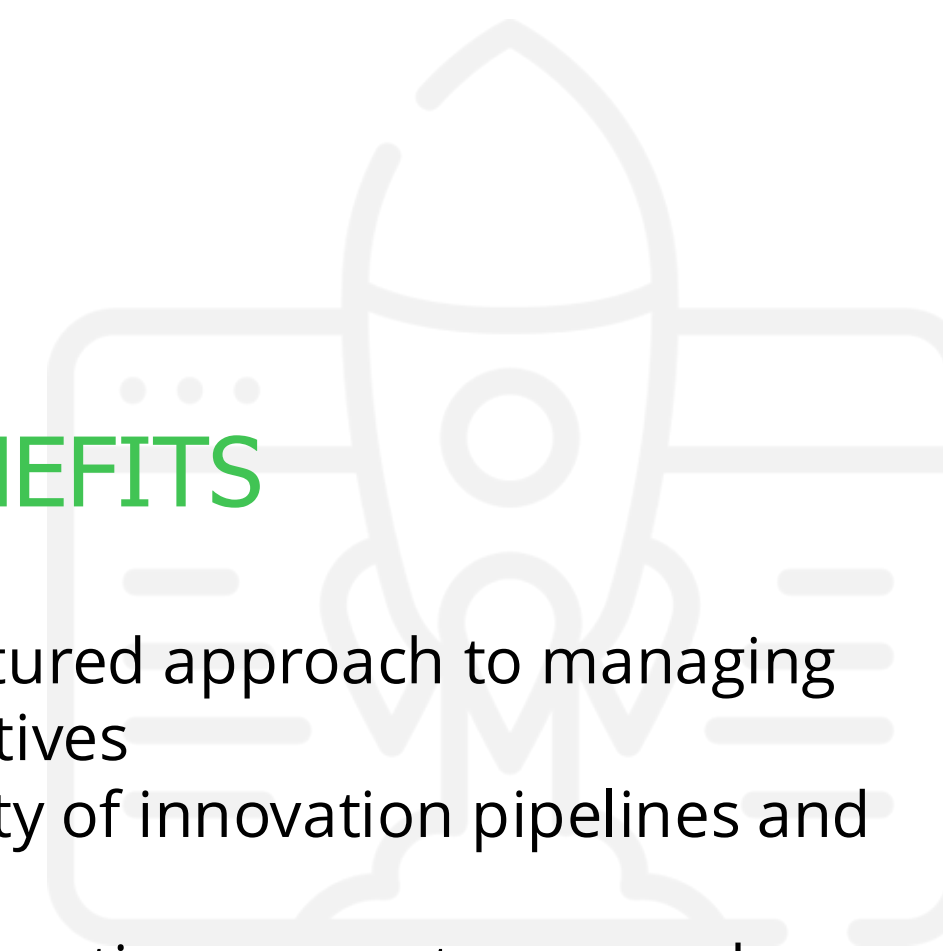
INNOVATION PLATFORM

SERVICE FEATURES

- Cloud-hosted innovation management platform
- Idea capture, submission and collaboration capabilities
- Configurable innovation workflows and approval processes
- Initiative prioritisation and portfolio management
- Analytics and dashboards for innovation performance
- Role-based access control and user management
- Integration with common productivity and collaboration tools
- Scalable platform operation and performance management
- Platform updates, maintenance and support

SERVICE BENEFITS

- Provides a structured approach to managing innovation initiatives
- Improves visibility of innovation pipelines and opportunities
- Enhances collaboration across teams and stakeholders
- Supports informed prioritisation of innovation investments
- Improves transparency and governance of innovation activity
- Enables scalable and repeatable innovation processes
- Increases engagement in innovation programmes
- Avoids bespoke innovation tool development





ABOUT

SoftServe's Metrics Platform is a cloud-hosted software service that enables organisations to collect, manage and visualise operational and performance metrics. The platform provides configurable data ingestion, calculation and dashboarding capabilities to support monitoring and decision-making without bespoke development.

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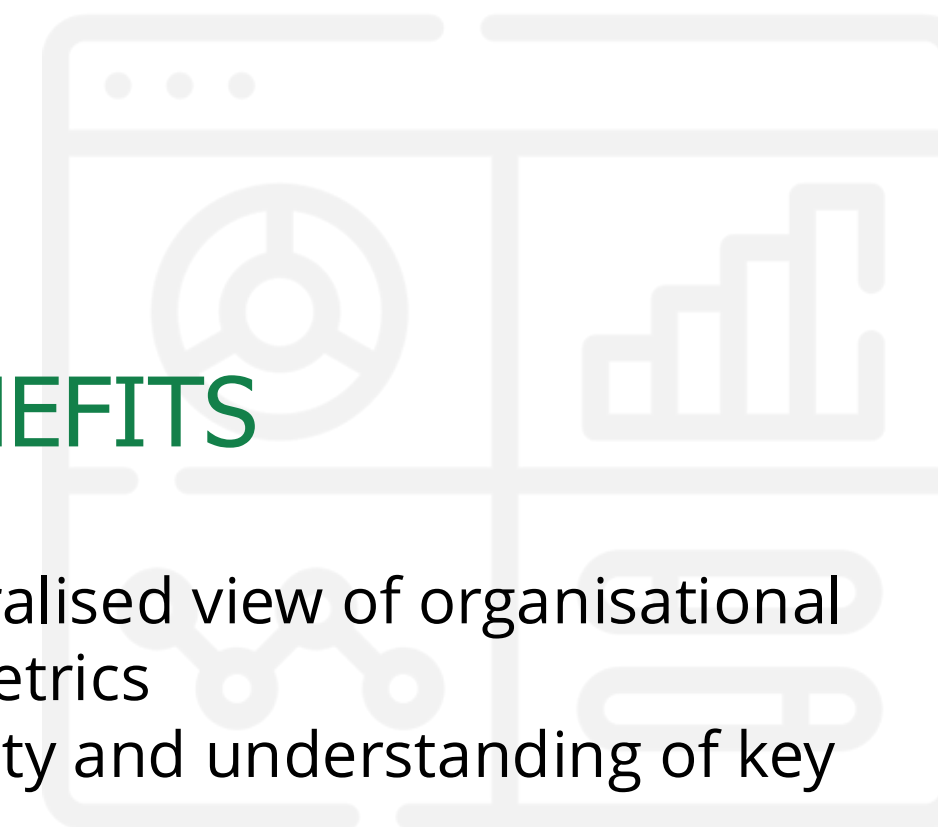
METRICS PLATFORM

SERVICE FEATURES

- Cloud-hosted metrics management and analytics platform
- Configurable ingestion of metrics from multiple data sources
- Metric calculation, aggregation and transformation capabilities
- Customisable dashboards and visualisations
- Thresholds, alerts and performance monitoring
- Role-based access control and security management
- Data retention and governance configuration
- Scalable platform performance and availability
- Platform updates, maintenance and support

SERVICE BENEFITS

- Provides a centralised view of organisational performance metrics
- Improves visibility and understanding of key indicators
- Enables consistent and repeatable metrics management
- Supports timely identification of trends and issues
- Enhances data-driven decision-making
- Reduces effort required to manage and report metrics
- Scales to support growing metrics volumes and complexity
- Avoids bespoke metrics tooling development





ABOUT

SoftServe's Application Modernisation Platform is a cloud-hosted software service that supports assessment, tracking and management of application modernisation activities. The platform provides configurable tooling to analyse application estates, prioritise modernisation initiatives and monitor progress, without bespoke development or delivery services.

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APPLICATION MODERNISATION PLATFORM

SERVICE FEATURES

- Cloud-hosted application modernisation management platform
- Application portfolio inventory and classification
- Configurable assessment and modernisation criteria
- Dependency, risk and complexity tracking
- Modernisation roadmap and progress management
- Dashboards and reporting for estate visibility
- Role-based access control and governance
- Integration with common application and portfolio tools
- Platform updates, maintenance and support

SERVICE BENEFITS

- Provides visibility of application estates and modernisation needs
- Supports structured and prioritised modernisation planning
- Improves governance and tracking of modernisation initiatives
- Reduces risk through informed decision-making
- Enhances transparency across stakeholders
- Enables consistent and repeatable modernisation assessment
- Scales to support large application portfolios
- Avoids bespoke modernisation tooling development





ABOUT

SoftServe's Broadband Mobilisation Platform is an innovative, cloud-based solution tailored to enhance broadband deployment initiatives across regions requiring improved internet connectivity. Leveraging state-of-the-art cloud technologies and data integration strategies, this platform is specifically designed to support governmental and private entities in automating processes, expanding network coverage, and facilitating strategic decision-making based on real-time data analytics.

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BROADBAND MOBILISATION PLATFORM

SERVICE FEATURES

- Integrates disparate data sources into a unified cloud-based data lake, enhancing data accessibility and management.
- Utilises advanced cloud infrastructure on platforms like Google Cloud Platform (GCP) for reliable and scalable data handling.
- Offers automated data processing tools that transform manual workflows into streamlined, automated systems.
- Features robust security measures including continuous monitoring and advanced threat protection to safeguard sensitive data.
- Employs sophisticated data migration strategies to ensure seamless data transfer and system integration.
- Supports comprehensive planning and deployment strategies for broadband infrastructure using geo-spatial and demographic data.
- Provides dynamic data visualisation tools that enable intuitive analysis and reporting for decision-makers.
- Facilitates continuous innovation and adaptation through regular updates and integration of cutting-edge cloud technologies.
- Ensures high availability and disaster recovery capabilities to maintain service continuity under all circumstances.
- Includes full lifecycle support from planning through to implementation and ongoing maintenance.

SERVICE BENEFITS

- Enhances the efficiency of broadband deployment projects by automating key processes, reducing manual effort.
- Enables better decision-making with integrated, real-time data analytics that inform policy and operational strategies.
- Reduces operational costs through cloud-based solutions that minimise the need for on-premise infrastructure.
- Increases project scalability allowing for rapid adjustment to changing demands and expanding project scopes.
- Improves data security with comprehensive protection measures and compliance with international standards.
- Streamlines the migration and management of complex datasets, ensuring data integrity and accessibility.
- Optimises network planning and deployment strategies with advanced analytical tools, improving coverage and service quality.
- Supports proactive management and monitoring of network infrastructure, enhancing service reliability and performance.
- Facilitates collaboration across departments and agencies with shared data resources and tools.
- Demonstrates a commitment to technological excellence and innovation, positioning project stakeholders as leaders in digital transformation.

softserve



ABOUT

SoftServe's District Dashboard is a cloud-hosted software service that provides a consolidated view of place-based data for monitoring performance, activity and outcomes at district level. The platform offers configurable dashboards, analytics and reporting to support insight and decision-making without bespoke development.

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DISTRICT DASHBOARD

SERVICE FEATURES

- Cloud-hosted dashboard and analytics platform
- Aggregation of data from multiple district-level sources
- Configurable dashboards and visualisations
- Performance indicators, metrics and trend analysis
- Role-based access control and data security
- Data refresh, validation and governance controls
- Reporting and export capabilities
- Scalable platform performance and availability
- Platform updates, maintenance and support

SERVICE BENEFITS

- Provides a single view of district-level performance and activity
- Improves transparency and accessibility of local data
- Supports evidence-based decision-making
- Reduces effort required to collate and report data
- Enables consistent and repeatable reporting
- Enhances governance and oversight of district initiatives
- Scales to support multiple users and data sources
- Avoids bespoke dashboard development



ABOUT

SoftServe's Speech Recognition Platform is a cloud-hosted AI software service that converts speech into highly accurate text and phoneme-level transcriptions. The platform is optimised for recognising children's speech and performs reliably across accents and in noisy environments. It supports organisations delivering education, healthcare, public services, and customer-facing applications that require precise and scalable speech-to-text capabilities.

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SPEECH RECOGNITION PLATFORM

SERVICE FEATURES

- Cloud-based speech-to-text transcription service
- High-accuracy recognition of children's speech (ages 3–8)
- Phoneme-level transcription for detailed speech analysis
- Support for multiple accents and languages
- Noise reduction and audio enhancement for challenging environments
- Metadata enrichment including timestamps and confidence scores
- Retrieval-augmented generation (RAG) to improve contextual accuracy
- API-based integration with existing applications and platforms
- Scalable, real-time processing for high-volume workloads
- Continuous model improvement and platform updates

SERVICE BENEFITS

- Improves accuracy of speech recognition where standard ASR tools struggle
- Enables early literacy, speech therapy, and diagnostic use cases
- Reduces manual transcription effort and operational costs
- Enhances accessibility and inclusion for speech-based services
- Supports data-driven insights from spoken content
- Integrates easily into existing digital services and workflows
- Scales securely to meet fluctuating demand
- Delivers consistent performance across varied acoustic conditions



ABOUT

SoftServe's Digital Concierge is a cloud-hosted conversational AI service that provides automated, 24/7 assistance through voice and text interactions. Acting as a virtual representative, the service answers questions, supports navigation, and delivers accurate, context-aware information to customers, employees, and service users. It integrates with existing data sources to provide consistent, scalable, and multilingual support across digital and physical channels.

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DIGITAL CONCIERGE

SERVICE FEATURES

- Conversational AI service for automated customer and user support
- Voice and text-based interactions with natural language understanding
- Digital avatar interface for engaging, human-like experiences
- Retrieval-augmented generation (RAG) for context-aware responses
- Integration with internal systems and knowledge bases
- Multilingual support (with additional languages configurable)
- Real-time speech recognition and text-to-speech
- Scalable architecture to support high volumes of concurrent users
- Continuous updates and improvements to AI models and content
- Secure, cloud-hosted delivery with role-based access controls

SERVICE BENEFITS

- Reduces waiting times and improves access to information
- Lowers operational costs by automating routine enquiries
- Improves consistency and accuracy of responses
- Enables 24/7 service availability without additional staffing
- Enhances user experience through natural, conversational interactions
- Frees staff to focus on complex or high-value tasks
- Scales easily to meet changing demand
- Supports accessibility and inclusive service delivery





ABOUT

SoftServe's Multimodal Insights Engine is a cloud-hosted generative AI software service that enables organisations to query, analyse, and generate insights from multimodal data sources, including text, documents, images, tables, and video. Using multimodal retrieval-augmented generation (RAG), the service delivers accurate, explainable answers with citations, supporting decision-making, compliance, and knowledge discovery across complex information estates.

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MULTIMODAL INSIGHTS ENGINE

SERVICE FEATURES

- Multimodal data ingestion across text, documents, images, tables, and video
- AI-driven analysis and synthesis of complex information sets
- Retrieval-augmented generation (RAG) for evidence-based insight generation
- Automated summarisation of large and diverse data collections
- Cross-source correlation and contextual reasoning
- Insight generation with traceable references to source materials
- Support for analytical, research, and investigative workflows
- Secure handling of sensitive and regulated data
- Scalable, cloud-hosted processing for high-volume datasets
- Continuous updates to AI models and indexing pipelines

SERVICE BENEFITS

- Enables faster understanding of complex and fragmented information
- Reduces manual effort in reviewing large volumes of content
- Improves quality and consistency of analytical outputs
- Supports compliance, audit, and evidential review processes
- Enhances research and investigative productivity
- Improves confidence in decisions through explainable AI outputs
- Scales insight generation without additional analyst capacity
- Reduces operational cost of manual data review and synthesis



ABOUT

SoftServe's Talk2DB is a cloud-hosted generative AI software service that enables users to query structured databases using natural language. The service translates plain English questions into database queries and returns clear, interpreted results, allowing non-technical users to access data insights without requiring SQL or specialist analytical skills.

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TALK2DB - CONVERSATIONAL DATA QUERY

SERVICE FEATURES

- Natural language interface for querying relational databases
- Automatic translation of user questions into database queries
- Secure, role-based access to underlying data sources
- Support for structured and complex database schemas
- Retrieval-augmented generation (RAG) for contextual accuracy
- Integration with existing data visualisation and reporting tools
- Configurable business rules and data access controls
- Cloud-hosted delivery with scalable performance
- Continuous model updates and accuracy improvements

SERVICE BENEFITS

- Enables wider access to data across an organisation
- Reduces dependency on specialist data and SQL skills
- Accelerates decision-making through faster data access
- Improves confidence in data-driven decisions
- Reduces operational costs associated with manual reporting
- Supports governance through controlled data access
- Scales easily as data volumes and users grow



ABOUT

SoftServe's Gen AI Drug Discovery Platform is a cloud-hosted generative AI software service that supports early-stage drug discovery by generating, analysing, and prioritising potential molecular candidates. The platform uses AI-driven modelling to explore chemical space, predict molecular properties, and rank candidate compounds, helping researchers reduce time, cost, and risk during the initial phases of drug development.

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GEN AI DRUG DISCOVERY PLATFORM

SERVICE FEATURES

- Generative AI for novel molecular compound creation
- AI-driven prediction of molecular and target properties
- Virtual screening and candidate prioritisation
- Support for protein structure prediction and molecular docking
- Ranking of candidates based on drug-likeness and synthesis complexity
- Modular AI workflows supporting configurable discovery pipelines
- Secure, cloud-hosted delivery for computational workloads
- Scalable processing for large molecular datasets
- Integration with existing research data and tools
- Continuous updates to models and discovery workflows

SERVICE BENEFITS

- Accelerates early-stage drug discovery activities
- Reduces reliance on costly and time-consuming manual screening
- Improves accuracy in candidate selection
- Lowers research and development costs in discovery phases
- Enables exploration of larger chemical spaces
- Supports faster progression to laboratory validation
- Scales computational discovery without additional infrastructure
- Improves overall efficiency of research teams

CASE STUDIES



Clinical Operations Speech AI Platform

SoftServe partnered with a leading German EHR and Practice Management systems provider to build a Clinical Operations Speech AI Platform that enhances digital healthcare experiences through voice-driven interaction. The platform automates routine clinical workflows and improves usability for both physicians and patients by embedding advanced speech recognition and natural language understanding directly into the EHR ecosystem. Leveraging state-of-the-art deep learning, healthcare-tuned NLP, and speech analytics, the platform enables human-level speech comprehension and transforms unstructured audio into structured, clinically relevant data, including diagnoses, medications, vital signs, and procedures. By seamlessly integrating with existing clinical systems, the platform increases provider productivity, improves care quality through accurate and timely documentation, and strengthens data-driven decision-making—resulting in higher operational efficiency and patient satisfaction across clinical operations.



Sustainability ESG Reporting Platform for Manufacturing

SoftServe partnered with a global household appliances manufacturer headquartered in Singapore to implement a Sustainability ESG Reporting Platform designed to support compliance with evolving regulatory frameworks such as SECR, UKCFD, and CSRD. The platform provides an automated, scalable cloud-based data environment that consolidates enterprise-wide activity data and converts it into auditable carbon emissions calculations. By replacing fragmented, manual processes with centralized data ingestion, automated validation, and interactive analytics dashboards, the platform significantly reduces compliance risk and reporting effort. Built on Google Cloud technologies including BigQuery, dbt, Airflow, and Looker/Tableau, the platform enables rapid adaptation to new sustainability legislation, shortens reporting cycles from months to days, and improves transparency for auditors and business stakeholders. This robust foundation empowers the organization to optimize operational costs, avoid regulatory penalties, and accelerate enterprise-wide sustainability digitalisation.

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