19 June 2024

From:
P M SUNDARARAJAN
Chief Technology Officer
Herbie.AI

To

The AI Committee
The Institute of Chartered Accountants of India (ICAI),
Delhi.

Dear Sir,

Sub: **EoI No.: ICAI/EOI/AIinICAI**

With reference to the above, we at Herbie.AI are privileged to submit our Expression of Interest [EOI] to serve ICAI on their AI digital transformation Journey.

Herbie.AI - an advanced and sophisticated generative AI-powered voice assistant. Herbie.AI is a round-the-clock, multicultural and multilingual digital assistant that can verbally interact with your customers in their preferred language to address their questions, personalized transactions and more. With its energetic 24/7 unified support across 15+ social channels, Herbie.AI digitally transforms your business by having human-like conversations with customers to resolve their needs and drive growth.

At Herbie.AI, we had volume of data and built analytics that will match the business expectation of our customers.

Business Overview

Active Clients In:		
Banking	**Establishment** 2019	**Company** SunSmart Global / Herbie.AI
Financial Services	**Brand** Herbie.AI	**Focus** Digital Transformation – Generative / Conversational AI
Insurance	**Active Customers** 8 Countries	**Partners** 35 Countries
Healthcare		
Education	**Real Integration with any system** (Universal API Adapter)	**Human Sense Technology** Highest Maturity of 95%+.
Manufacturing		
Government	**License Model** Enterprise ∥ SAAS ∥ Opex	**Highest Language Understanding** 70+ on 2-way voice & 132+ on text
Sports	**Fastest Go Live** Info / FAQ bots same week, Txn bots – 1 month	**Other Key Points** 15+ Channels, Live Agent [audio/video/conf]
Software – IT		
Utility Services		

FIFA world cup 2022 Trusts Herbie.AI for handling 3 mi Concurrent Conversations across 10 Languages conversationally on voice...

HERBIE AI TECHNOLOGIES PRIVATE LIMITED
CIN: U70200TS2023PTC180484

Herbie.AI – The Generative Powered, Conversational AI Voice Assistant. Started in 2019, Herbie.AI has very large enterprises across 8 countries and a solid presence in 25 countries with a strong partner network. Some of our notable clients include the recently concluded FIFA World Cup, Commercial Bank of Dubai, Sharjah Islamic Bank, Steel Authority of India, City Union Bank, and Oman Water Authorities among other large enterprises.

Herbie.AI provides businesses with several important benefits such as:

- Ensuring over 95% accurate responses through understanding context and user intent using our Human Sense Technology;
- Generating advanced data models resulting with over 90% maturity simply by uploading documents or website URLs without needing to create explicit Q&As;
- Enhancing customer service and satisfaction through fast, accurate response which boosts loyalty;
- Increasing efficiency by automating repetitive tasks to free up employees for more complex work;
- Offering 24/7 customer support for convenience;
- Reducing costs by handling high volume of interactions simultaneously;
- Supporting multiple languages for global businesses with 70+ voices and 132+ text languages;
- Enhancing scalability to handle sudden increases in demand;
- Providing personalised customer interactions to increase retention; and instantly scaling across 15+ channels such as Facebook, WhatsApp, etc.
- Herbie.AI offers secure conversational bots for customers, and HR, help-desk, sales & procurement bots for employees along with a senior management dashboard for critical business insights.
- Flexible licensing models are also provided to suit diverse business needs.

We carry rich expertise in understanding the Financial Industry and had integrated Herbie.AI with several Banks and insurance companies had implemented Herbie.AI.

Advantages of Herbie.AI:

1. The Entire Technology is owned or controlled by us.
2. We can modify the platform 100% to meet the expectations of ICAI
3. Universal API adapter – seamless connect with any of the internal systems of ICAI and bring in transformation capabilities conversationally.
4. We can customize data management capabilities, write algorithms to massage and sanitize data to build analytics the way ICAI is looking at and deliver them with a conversational channel.
5. Highly secured – certified by Cert-in and complying to all Data privacy and protection regulations.
6. We have many certifications including ISO 9001:2015, SEI-CMM, ISO 27001, etc.
7. Fastest time to go live – 100% guaranteed success rate.
8. Can be deployed On-Premises or On Cloud as per ICAI requirement.

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Technology & Integrations

Development /Deployment — Kubernetes Support

Channel Integrations — RPA Activated

Third Party Integrations — OCR Enabled

Clientele Across Segments

Sectors Focused

- BFSI
- Government
- HealthCare
- Insurance
- Fin. Services
- Education
- Manufacturing
- Others

We believe Herbie.AI will match the business requirements of ICAI and looking forward to be part of the AIinICAI.

Yours Sincerely
For Herbie AI Technologies Private Limited,

[P M SUNDARARAJAN]
CHIEF TECHNOLOGY OFFICER.

R/o 4-1-6/1, Ram Koti, Boggulakunta Hyderabad-500001.