

Global Partner Services

FY18

Partner Success stories

Cloud Solution Architect



KiZAN Technologies

Mike Branstein

Title

[Sell/Deploy] – KiZAN provides POC of Data & AI – Cognitive Services and Machine Learning for Call Center Business Intelligence Solution

Partner Name/ID

KiZAN Technologies – MPN ID 1095981

Customer Name

Asurion

Description

Asurion is currently investigating cloud-hosted text-to-speech and natural language processing solutions to assist in voice analysis, speech recognition, and sentiment analysis of call center recordings. With a collection of ~23 million hours of recordings, they need a comprehensive solution allowing them to process existing on-premises and real-time streaming data.

KiZAN worked with Asurion’s account team to identify the opportunity and demonstrate that Microsoft’s Cognitive Services AI and cloud offerings can meet the security and business needs of Asurion. With a majority of Asurion’s cloud business in competitive clouds, this win in strategic BI and data workloads will drive significant consumption.

Outcome/impact

Microsoft, KiZAN, and Asurion’s teams developed and deployed a comprehensive Ai system built on top of Cognitive Services natural language processing (NLP) APIs so Asurion could offer a comprehensive NLP and text analytics platform to the business.

Replaced existing on-premises NLP system and demonstrated Microsoft’s capabilities were a better fit than competitor’s cloud offerings.

Estimated Azure Spend: up to \$3.2M/year

