

TechioSoft Systems

Technology Solutions for Global Impact



Our Overview

- Team and company introduction
- Our Services
- Our Delivery Construct
- Our Products
- Our Commitment
- Case Studies




TechioSoft is a boutique IT firm driving innovation through cutting-edge technology and sustainable engineering, solving complex challenges for global enterprises.

 Four Global Locations

 50+ Diversely Skilled Team

Extensive industry expertise with a diverse, experienced team

 24/7 Coverage

 Experience across multiple industrial domains



HQ- Vancouver

24x7 Geo Availability

TechioSoft



Our Culture

Value Based Delivery

- Delivering scalable products & platforms, not just isolated solutions.
- Agile Software engineering towards Developer velocity.

Innovation & Growth Mindset

- Growth Mindset and Innovation. Challenging the status quo and assumptions
- Encouraging agile innovation—rapid prototyping, iterative learning, and fail-fast experimentation

Customer Obsessiveness

- Customer-first approach focused on quality, continuous feedback, and measurable impact
- Customer centric performance indicators at levels of organization - Engineering, Corp & Customer success.

Value Based Delivery

Stakeholder Mgmt.

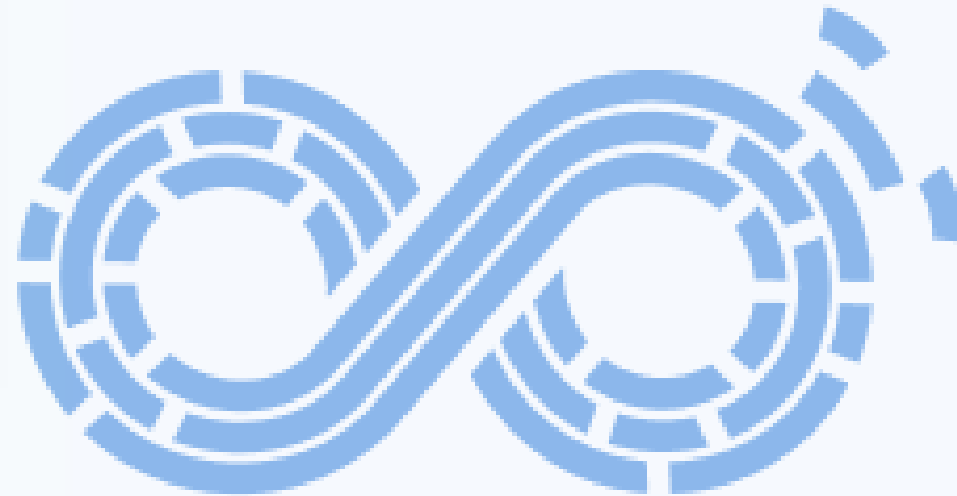
- Transparency & Visibility in delivery and outcomes.
- Alignment on KPI's and metrics to measure value.
- Leadership & Vision.
- Risk management & governance

Delivery Team

- Alignment of Delivery teams to business outcomes.
- Customer Centric focus
- Innovation & creativity.
- Cross functional & cross domain.

Agile Delivery Model

- Rapid Prototyping
- Platform & product-based development.
- Iterative & Incremental development.
- Developer Velocity.
- Timeboxed Iterations.
- Continuous feedback loops.



Our Services



AI

- AI Model deployment and integration
- Chatbot Development
- Computer Vision Solutions
- Speech Recognition Services



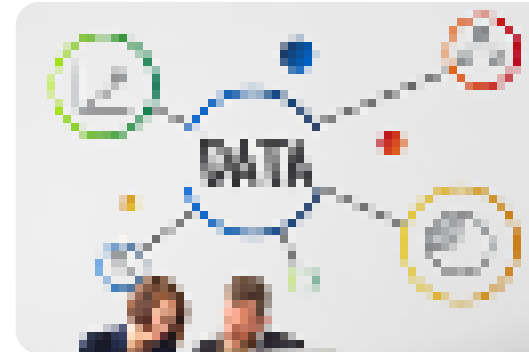
Engineering

- Project Management
- Product / Application development
- DevOps
- UI/ UX Design
- Testing Services (Automation, Stress, Security, Performance)



Cloud

- Cloud Migration
- Integration
- Cloud Governance & Compliance
- Cloud Architecture design



Data

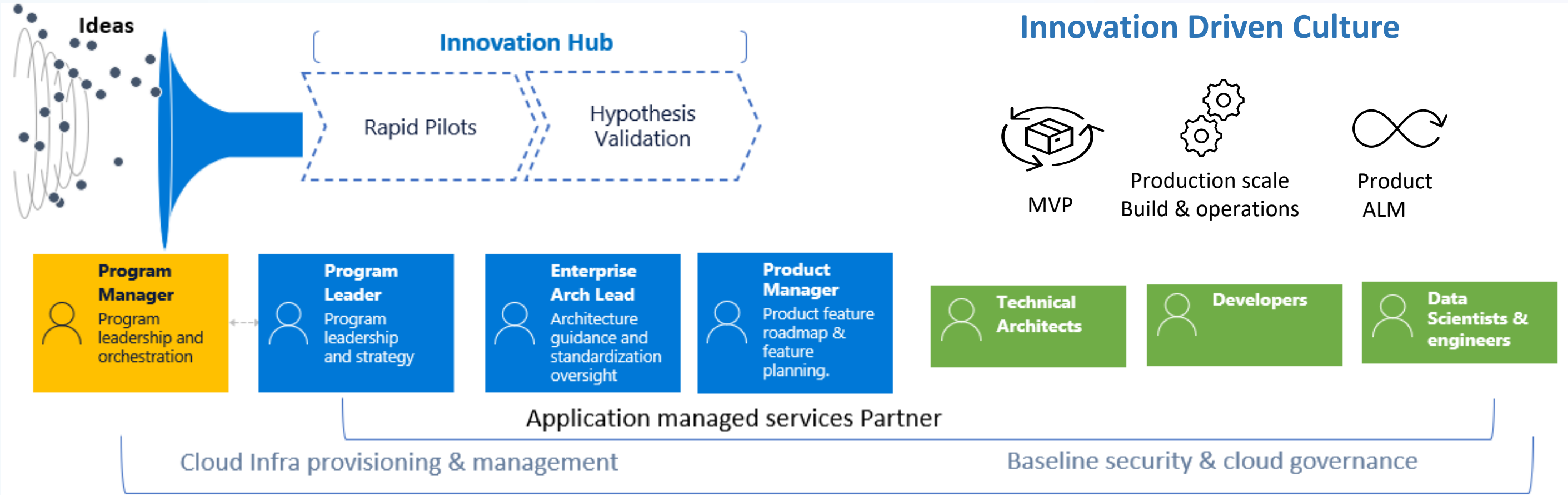
- Data Governance & Compliance
- Data Migration
- Data Engineering
- Data Visualization
- BI & Analytics
- Data Integration & ETL



SMB

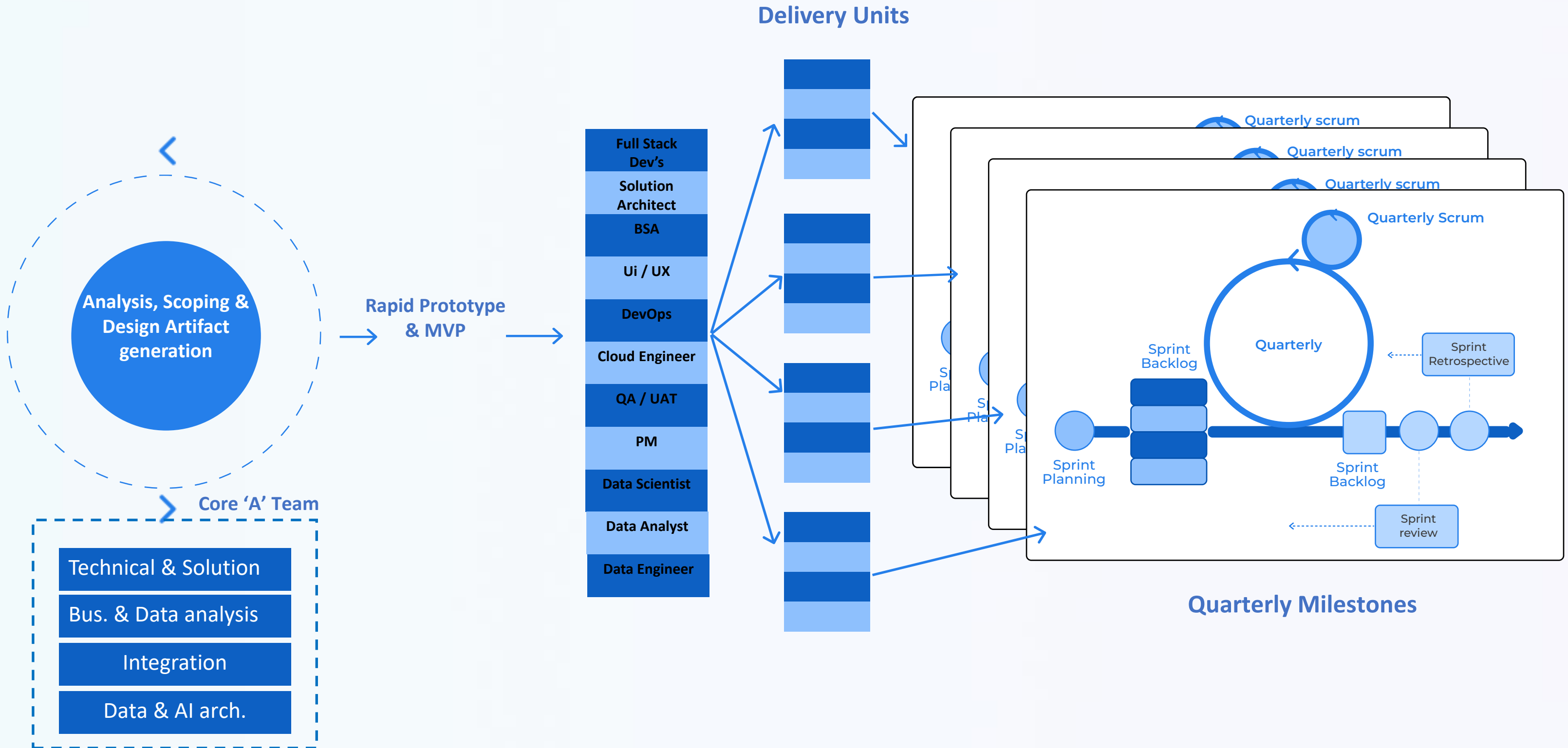
- Healthcare systems
- Smart Manufacturing
- Retail Solutions
- Transportation & Logistics Solutions
- Telecommunications Business Solutions

Development / Innovation Velocity

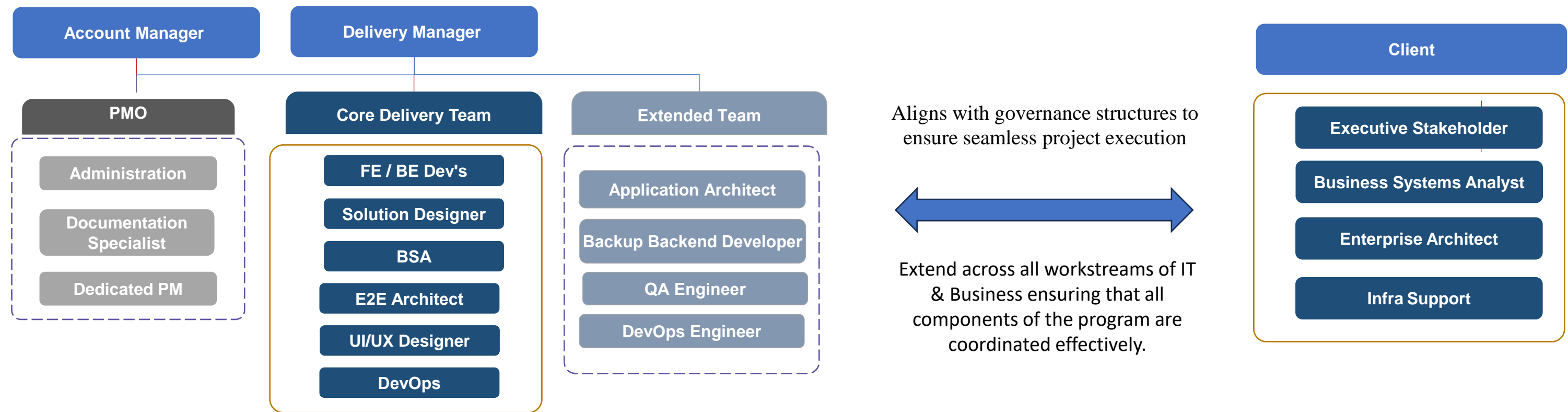


We employ an agile methodology that allows for iterative development and continuous feedback. This ensures that we can quickly adapt to changes in requirements and deliver solutions that meet your evolving needs.

Delivery Velocity



Delivery Structure & Team



Our 'A' Team Skillset (Globally Sourced)



Highly skilled team with average experience of 10+ years.

Our Products





Listn.ai



StoreCart

TechioSoft

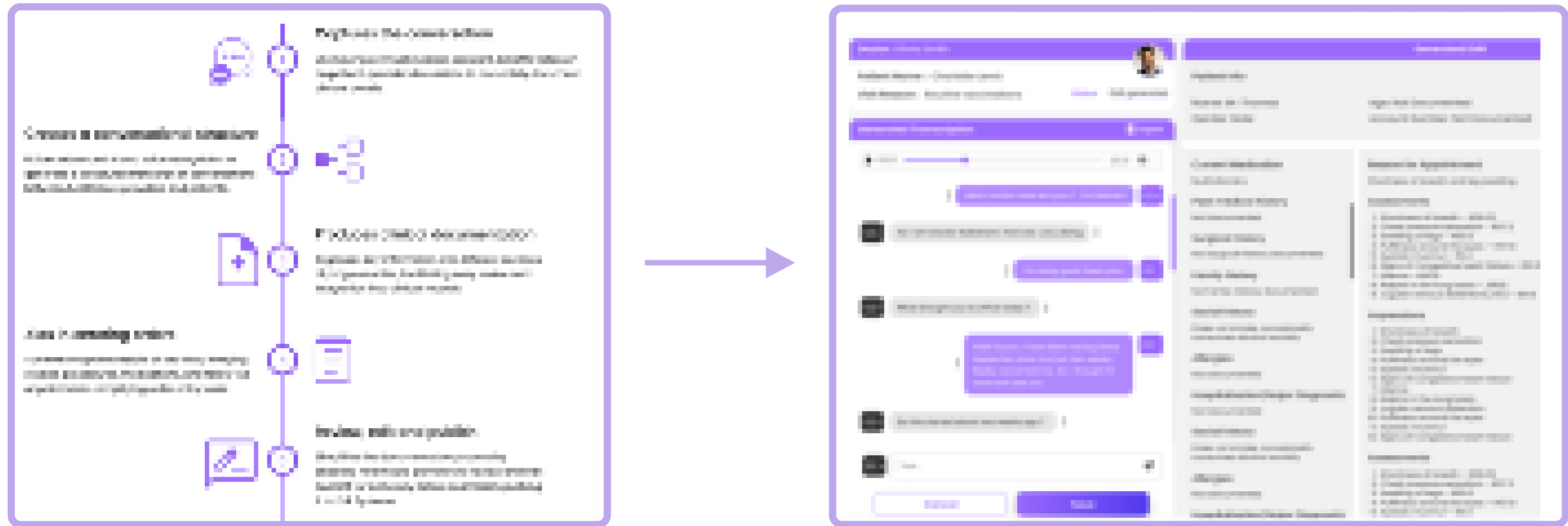


DAP

ECHO  D

ECHO MD

GenAI for HealthCare



Accurate Transcripts

EchoMD's advanced natural language processing algorithms accurately transcribe doctor-patient dialogues in real-time, ensuring detailed and accurate medical records.


Seamless Integration

The platform seamlessly integrates with existing Electronic Health Record (EHR) systems, enabling a streamlined workflow and eliminating the need for manual data entry.


Accurate Transcripts

EchoMD prioritizes patient data security and privacy, with robust encryption and compliance measures to protect sensitive information.


Streamline and Personalize your Operations with AI-Driven Customer Service



AI Expert
We analyze your data, create the automation strategy, roadmap, requirements and set clear KPIs.



Custom Development
We align the GPT with your needs and goals for the best results.



Integrations
We can connect with any software you use . The freedom is yours.

Conversational Intelligence

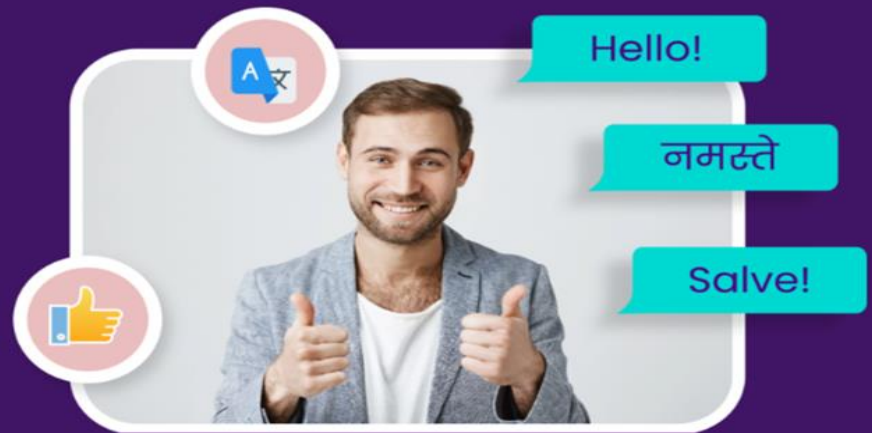
Analytics

Agent Assist

Channels

Integrations

Don't miss out on the future of customer engagement! Embrace the power of AI Conversational Intelligence and watch your business soar to new heights. Get started today! Harness the untapped potential of artificial intelligence to deliver seamless and personalized conversations with your customers. From answering queries to providing tailored recommendations, our AI-powered chatbot is the ultimate engagement tool!





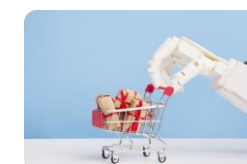
Harnesses the power of Listn to transform the way businesses engage with their customers.



Finance



Healthcare



Retail



Manufacturing



IT Operations

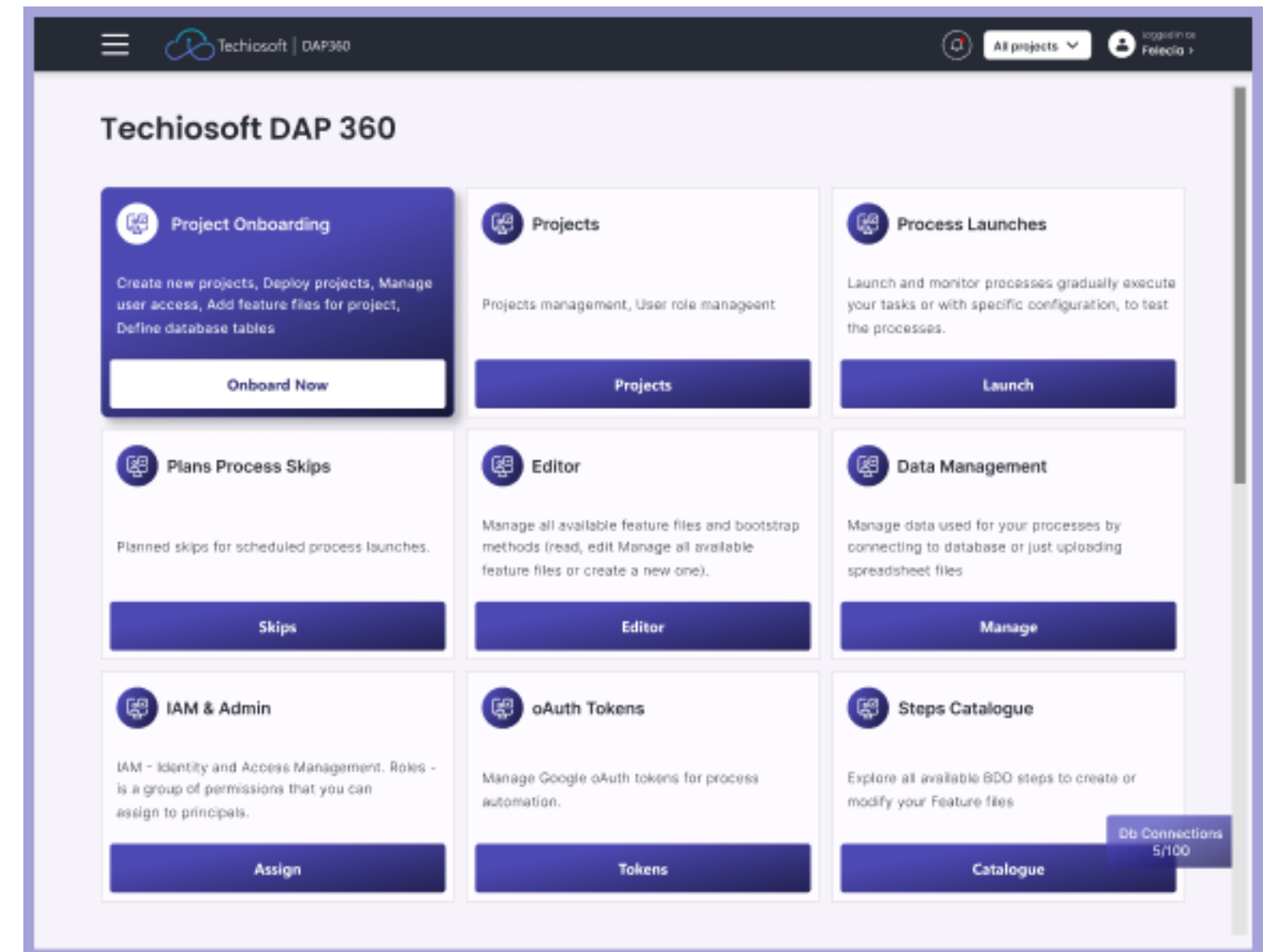


Digital Automation Platform

is not just a tool, but a strategic partner that will revolutionize your business processes, enhance efficiency, and drive growth



Automate iterative processes through digital orchestration, cognitive technologies like AI, and integrations with existing enterprise systems.



Case Studies



AI Co-Pilot for Contact Center

- Implemented AI-powered data analytics system leading to over 40% efficiency gain.



Digital Insights into Factory Operations

- Drove digital transformation for a large manufacturing house, resulting in 30% revenue increase.



Automation of Complex Workflows

- Developed a cutting-edge product engineering solution, achieving 99.9% user satisfaction.



Vision AI for fast-food drive through

- Implemented Vision-AI powered data analytics to better understand and enhance vehicle drive-through operations.



Govt. Election Voter Management

- Built a cloud native Voter Communication platform for a major Canadian province



AI driven Multilingual Contract / Document transformer

- Built a solution using computer vision to transform documents across multiple formats and languages, expose them via API consumable format.

Case Study

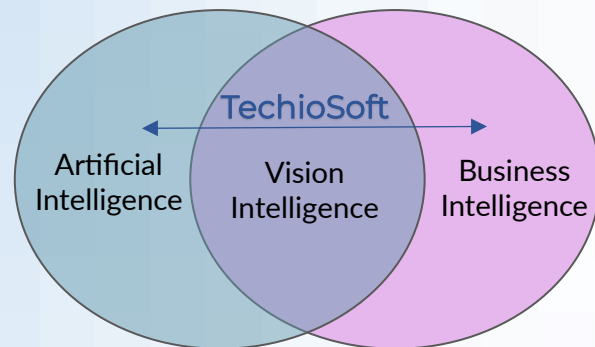
Vision AI based drive through
insights of a fast-food chain



Case Study

Vision AI based drive through insights

Through the implementation of Vision AI, a major fast-food operator was able to overcome the challenges of long wait times, order inaccuracies, and operational inefficiencies. This led to a measurable improvement in customer satisfaction, increased throughput, and a more streamlined, efficient drive-thru operation. ...



Challenges

A leading fast-food chain drive-thru faced significant operational challenges that impacted both efficiency and customer satisfaction. During peak hours, long wait times and order inaccuracies were common, leading to customer frustration and a decline in repeat business.



Solution

A solution utilizing Vision AI technology was implemented to optimize their drive-thru operations. The Vision AI system was designed to automate key processes, provide real-time insights, and enhance overall service efficiency..



Key Features

- **Automated License Plate Recognition (ALPR)**
This feature enabled the system to accurately match orders to vehicles, ensuring that customers received the correct order even during high-traffic periods.
- **Real-time Monitoring and Queue Management**
Vision AI provided live monitoring of the drive-thru line, detecting bottlenecks and optimizing the flow of vehicles. This led to a significant reduction in wait times.
- **Enhanced Customer Experience:**
By recognizing returning customers and recalling their past orders, the Vision AI system enabled personalized service, which improved customer satisfaction and loyalty.



Case Study

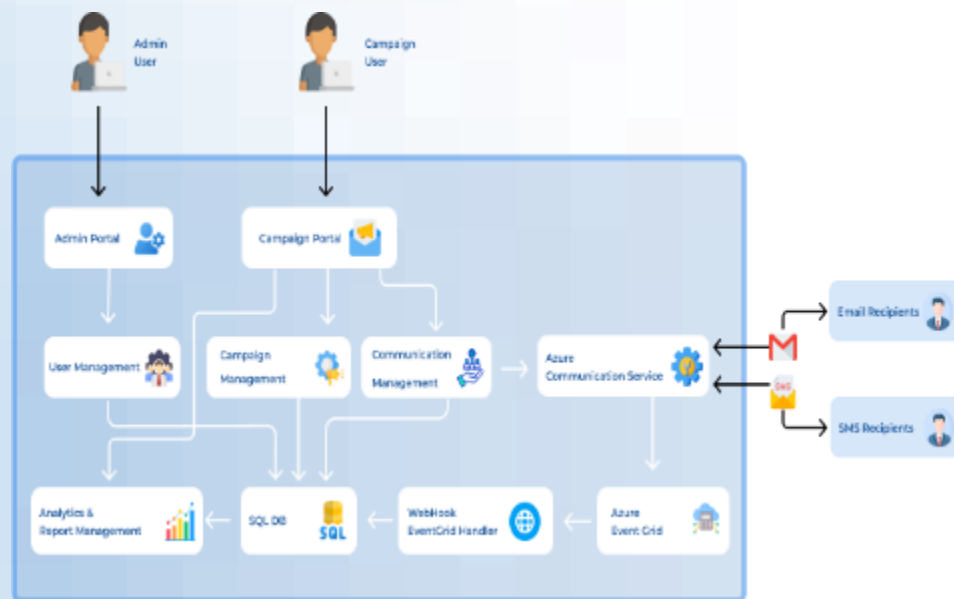
Voter Communication platform for
provincial elections



Case Study

Provincial Elections – Voter Communication Tool

The provincial elections faced significant challenges in effectively reaching and engaging voters. Traditional methods of communication were becoming increasingly inadequate in ensuring that voters were informed and motivated to participate. There was a need for a comprehensive platform that could streamline voter communication, provide timely information, and facilitate a seamless interaction between election officials and the electorate.



Challenges

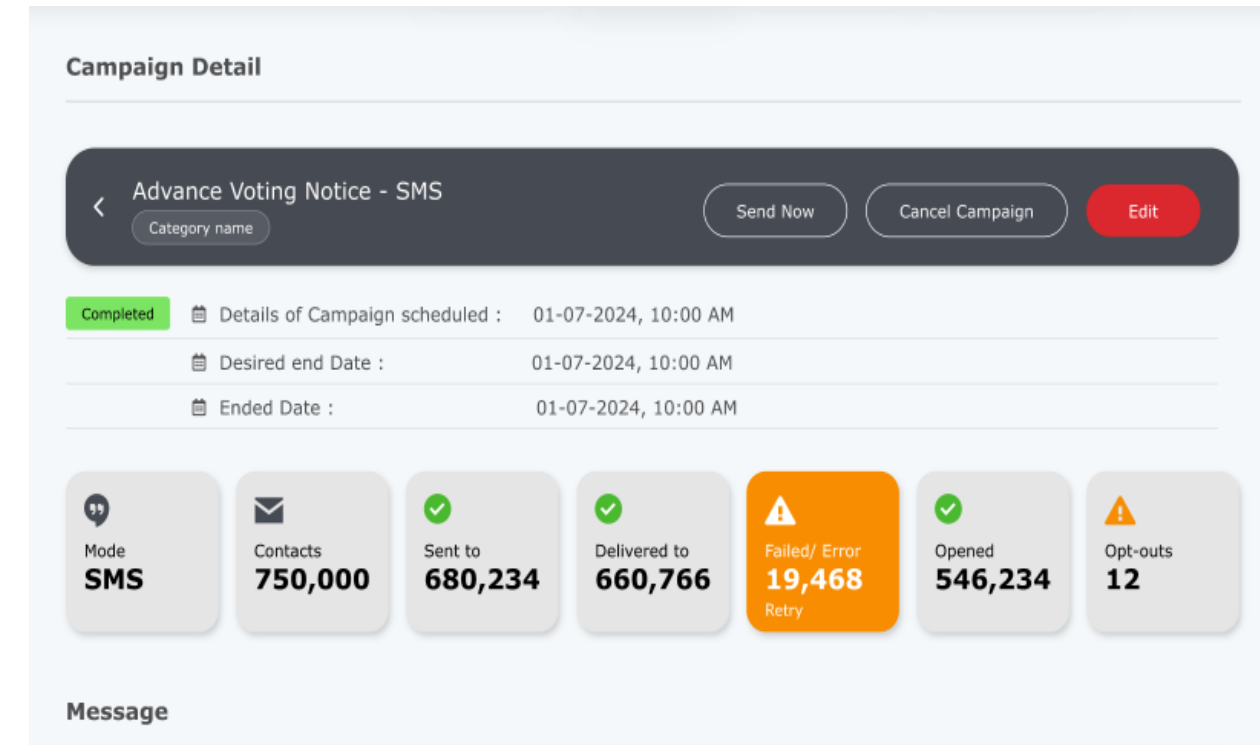
To enable efficient management of election campaigns, including contact management and message scheduling while ensuring secure and compliant handling of voter information. Solution needed to integrate seamlessly with existing systems and services and help address concerns like Fragmented Communication Channels, Low Voter Engagement, Data Management Issues, Security Concerns

Solution

To enable efficient management of election campaigns, including contact management and message scheduling while ensuring secure and compliant handling of voter information. Solution needed to integrate seamlessly with existing systems and services.

Key Features

- **User Management:** Manages user accounts and permissions.
- **Campaign Management:** Manages campaign details, scheduler and configurations.
- **Communication Management:** Handles the sending of messages.
- **Azure Communication Service:** Service used to send emails and SMS messages.
- **Analytics & Report Management:** Generates reports and analytics based on campaign data.



Case Study

Streamlining global invoice
processing



Case Study

AI-Driven Automation: Streamlining global invoice processing

Our AI-powered solution revolutionized the client's invoice processing by automating document identification, data extraction, and translation, leading to a 70% reduction in processing time, an 85% increase in accuracy, and a 50% boost in overall efficiency. This transformation allowed for quicker, more reliable handling of diverse, multilingual invoices, enabling the client to focus on strategic tasks while maintaining accurate financial records, ultimately creating a scalable and flexible system that enhanced productivity and supported global operations



Challenges

A client in the agriculture domain was struggling with managing vendor invoices received from various suppliers around the world. These invoices were often in different languages, formats, and structures, making the manual processing time-consuming and prone to errors. The client faced significant challenges in translating these invoices into English and standardizing them for internal reporting and financial purposes



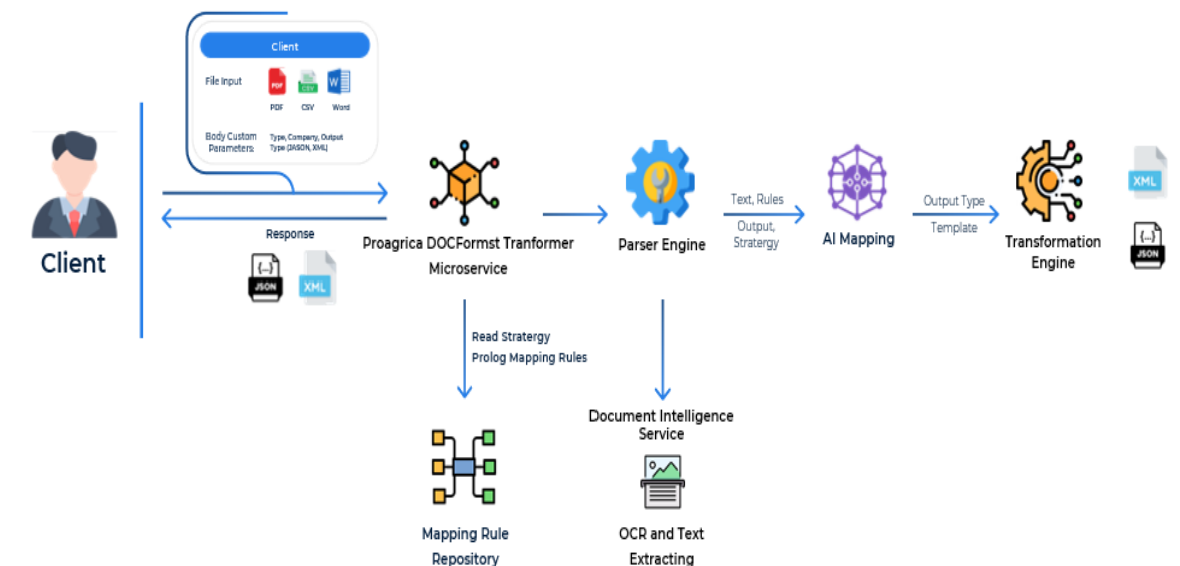
Solution

We developed a comprehensive solution to automate and streamline the invoice processing workflow, leveraging advanced technologies, including: (a) Document Intelligence Service to identify the type of document (e.g., image or text-based) and filter out relevant parts of the invoice. (b) Optical Character Recognition (OCR) to extract data from images and other non-text-based documents. (c) AI Mapping and Translation algorithms to translate the extracted data into English, identify line items, and interpret corresponding amounts on the invoice (d) Standardization of the output so that it could be used across all invoices, regardless of their original language or format



Key Features

- > **Multilingual Support:**
Handle invoices in any language, making it highly versatile.
- > **Multi-Format Document Conversion:**
Process invoices in various formats, including images, PDFs, CSV files, and Word documents.
- > **AI-Generated Response:**
AI-driven processes ensured accurate translation and interpretation of invoice data.
- > **Approval Workflow:**
Integrated approval workflow to streamline the review and finalization process.



Case Study

Co-Pilot for Contact Center



Case Study

Co-Pilot for Contact Center

A GenAI-based Co-Pilot solution was implemented to assist contact center agents by providing real-time guidance, automating routine tasks, and enhancing customer interactions. This AI-driven tool acts as a virtual assistant, helping agents to resolve customer queries more efficiently, reducing response times, and improving overall customer satisfaction.



Challenges

Contact centers are under constant pressure to meet rising customer expectations while managing large volumes of interactions across multiple channels. Key challenges include:

a) High Call Volumes .b) Inconsistent Customer Service c) Agent Burnout d) Complexity of Customer Queries e) Inefficiencies in Workflow

Solution

The GenAI-based Co-Pilot solution was introduced. This AI-powered tool provides real-time assistance to agents by offering contextual information, suggested responses, and automated workflows during customer interactions. The Co-Pilot continuously learns from interactions, improving its effectiveness over time and ensuring that agents are equipped with the best possible support to handle customer inquiries efficiently.

Key Features

> Real-Time Contextual Assistance:

The Co-Pilot provides agents with relevant information and suggested responses based on the customer's query, reducing the time spent searching for answers and improving response accuracy.

> Natural Language Processing (NLP):

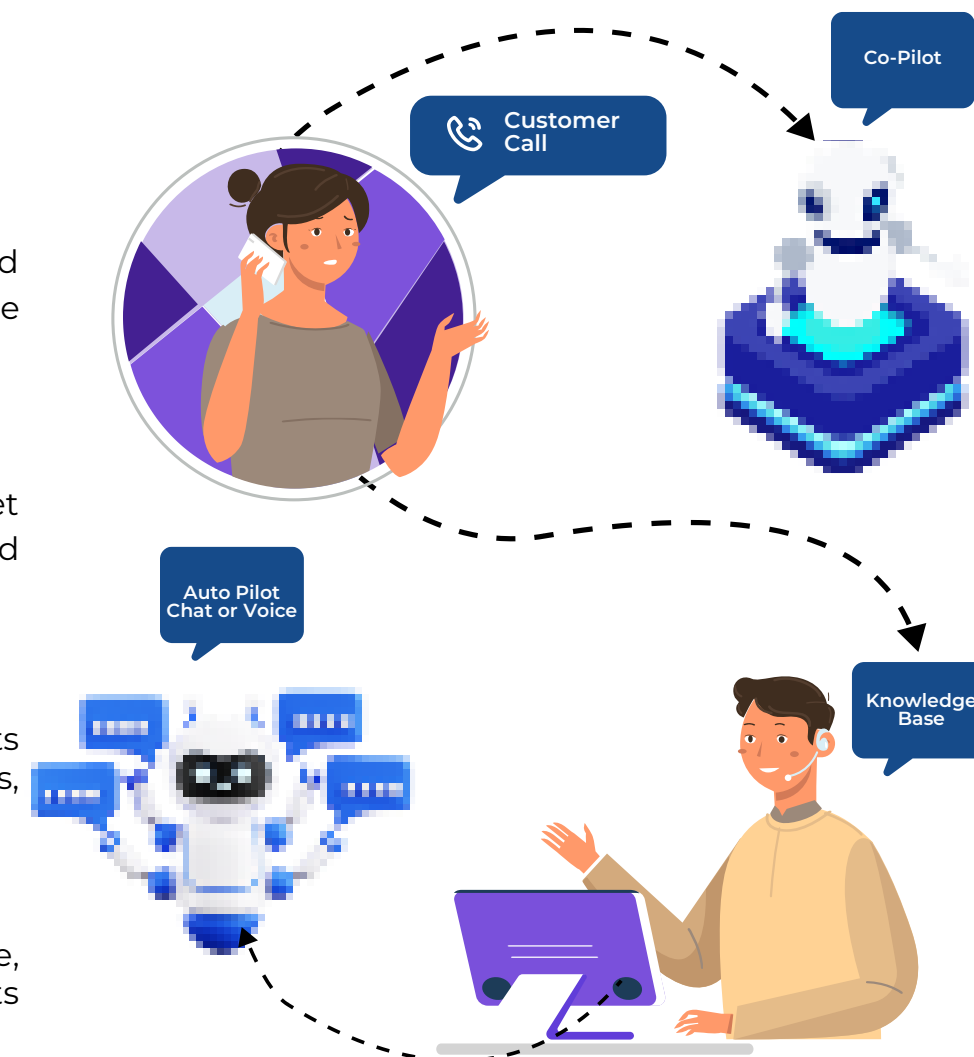
The solution leverages advanced NLP to understand and interpret customer queries in real-time, enabling more accurate and contextually appropriate responses.

> Learning and Adaptation:

The AI continually learns from each interaction, refining its suggestions and responses, and adapting to new products, services, and customer behaviors over time.

> Performance Analytics and Feedback:

The system provides detailed analytics on agent performance, including areas for improvement, and offers feedback to help agents continuously enhance their service quality.



Case Study

Enhancing HR Efficiency of a large enterprise



Case Study

Enhancing HR Efficiency of a large enterprise

The complexity of managing HR inquiries at scale. Conventional methods were proving time-consuming and lacked the agility needed for a company of this magnitude. The primary goal was to improve efficiency, responsiveness, and overall employee experience through the integration of AI technology.



Challenges

The enterprise faced the complexity of managing HR inquiries at scale. Conventional methods were proving time-consuming and lacked the agility needed for a company of this magnitude. The primary goal was to improve efficiency, responsiveness, and overall employee experience through the integration of AI technology.



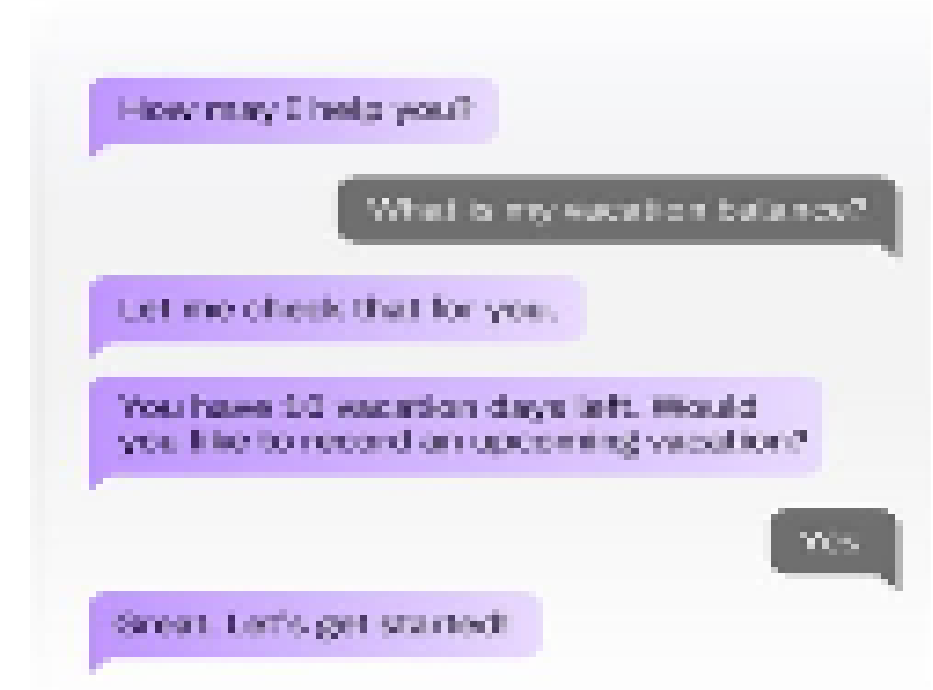
Solution

Our GenAI solution enabled the company to develop and deploy a smart agent specifically designed for HR-related queries. This intelligent assistant utilized natural language processing (NLP) and machine learning algorithms to understand and respond to a wide range of HR inquiries.



Key Features

- > Natural Language Understanding (NLU)
- > Scalability
- > Continuous Learning
- > Personalized Assistance
- > Integration with HR System



Case Study

Improving operations for major
manufacturing plant



PTA Plastics – Industry 4.0

PTA Plastics partnered with TechioSoft to address major issues in line throughput and QC , which was leading to margin erosion and poor customer experience.

Challenges

Throughput & Line inefficiencies

- Lack of visibility into factory operations.
- Increased COGS and lower margins.
- Quality control challenges
- Increased COGS
- Lower customer satisfaction
- Logistics Delays & lack of visibility into order status

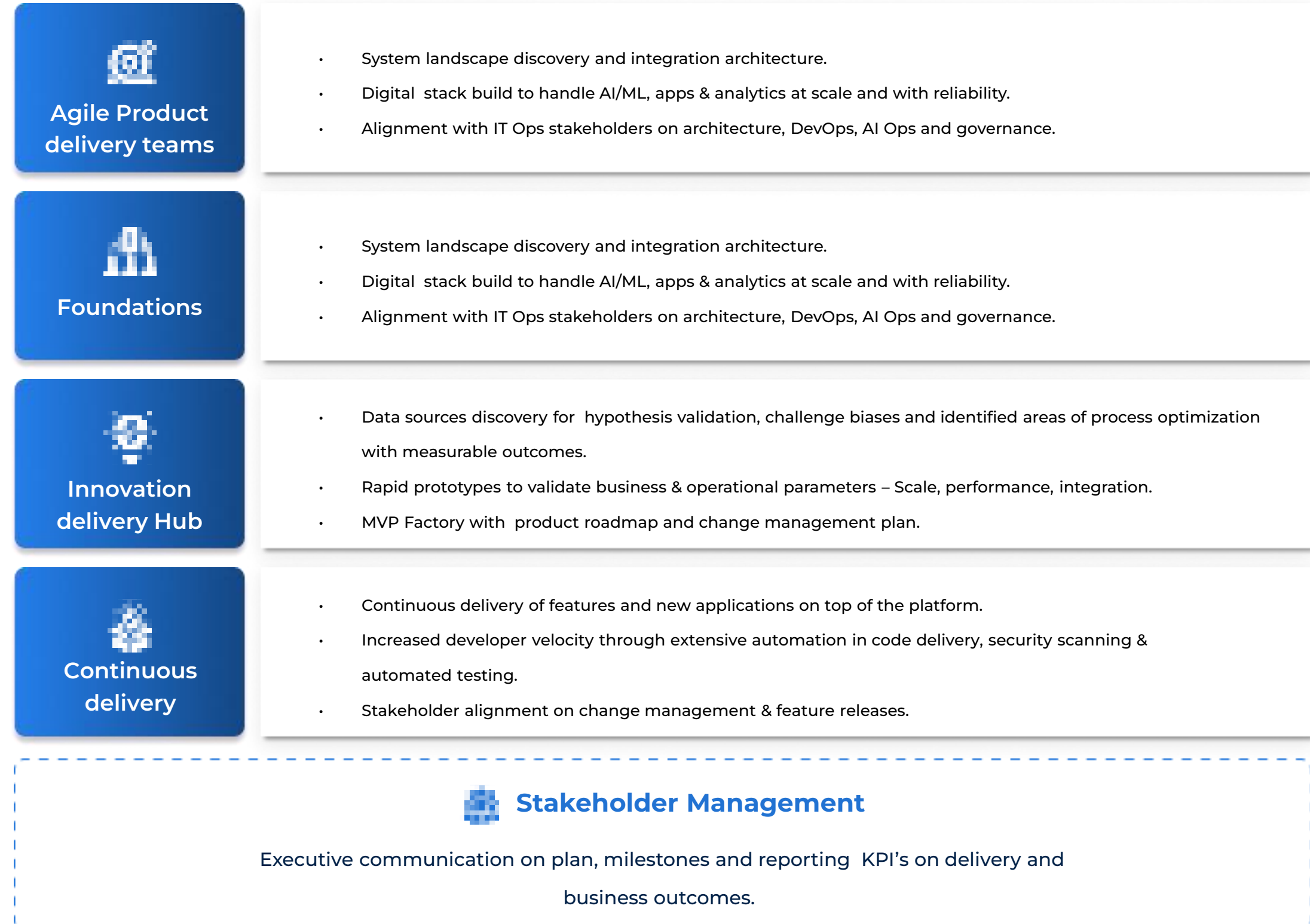
Solution

- Unified Data platform
- Visibility into manufacturing operations.
- AI/ML Vision & prediction models.
- Intelligent App Platform
- Integrated event management & intelligent alerting
- AI driven QC automation process.
- Integration & Automation platform.

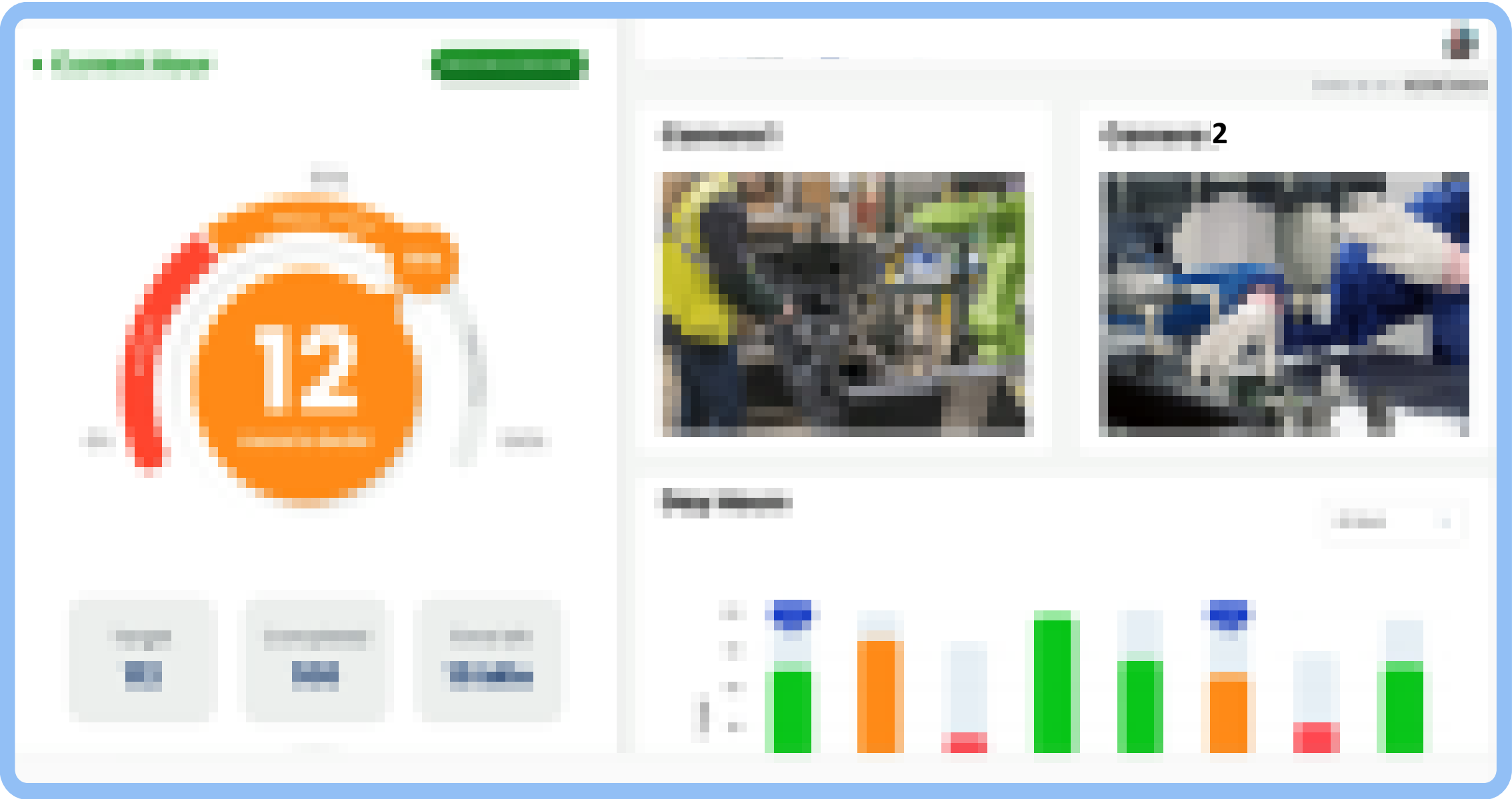
Results

- Line Efficiency improvement by 15%.
- Equipment efficiency improvement by 20%
- QC rework and failure rate reduced by 35%

TechioSoft's Delivery approach



PTA Plastics-Connected Factories



Reimagining work with Smart Manufacturing Tools

Apps & Action Based Platform



Leveraging a unique architecture built on the Smart Manufacturing Platform from CESMII, the platform provides the ability to re-use solutions and a native integration to other manufacturing solutions connected to this platform

System Integration & Services



Recognizing the industry gap of spotty capabilities, Full-Bore provides a full-stack team to provide full coverage from Cloud and Enterprise Layer to Factory Automation and everything in-between.

Digital Jump Start



While most companies like the promise of digital transformation. They are skeptical of each benefit. To address this, the specially designed package demonstrates the value of proof in 3 months or less.

Value Backed Transformation

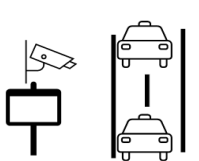


Recognizing that both speed and size of impact are important, this offering uses a value backed and risk managed approach to provide both a roadmap and deployment strategy.

Vision AI based analytics of Ferry Terminal



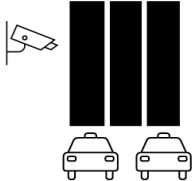
Case Study



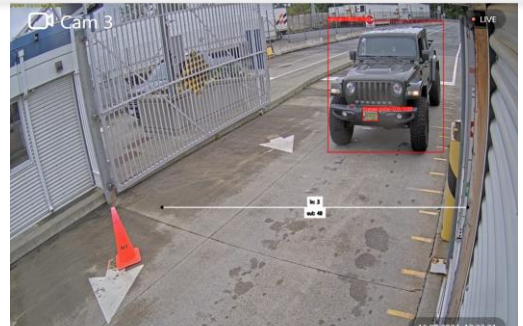
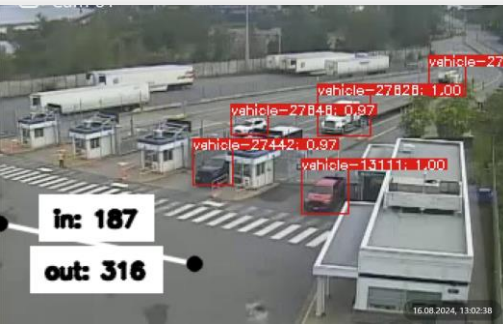
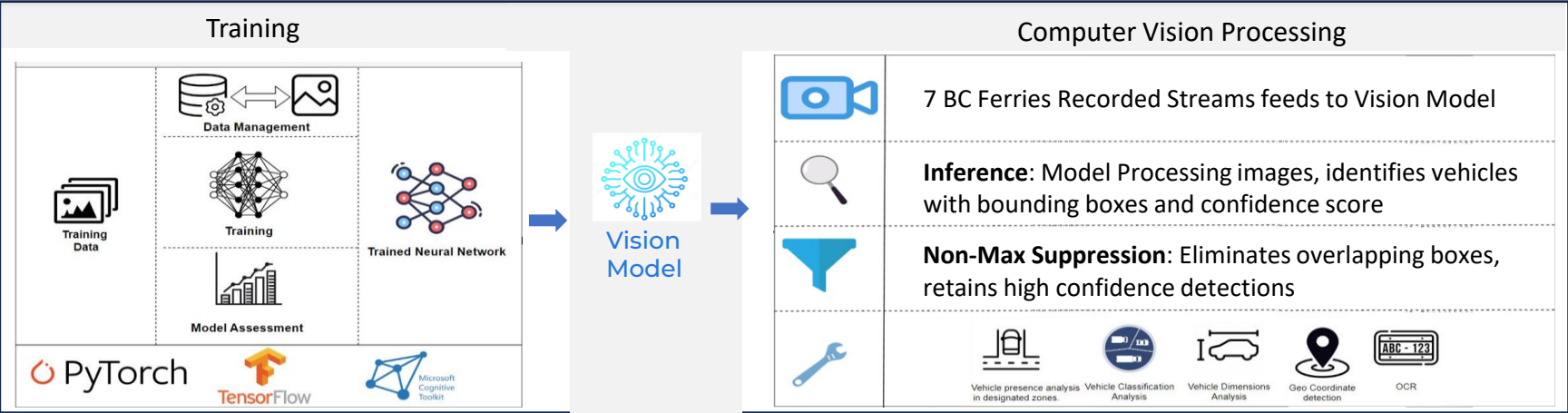
Pre-booth ticketing area



Ticketing Booth Camera



Waiting Area camera



Ticketing Booth Operations Insights



- Booth Waiting Time
- Terminal Queue Length
- Booth Processing Time & Throughput
- Booth Transaction Payments

Traffic Flow and Analysis



- Vehicle Speed Measurement
- Terminal Peak Times Analysis
- Terminal Traffic Flow Patterns

Vehicle Data Management



- Vehicle Classification
- Vehicle Length Measurement
- Vehicles Over-Height and Under-Height

Loading Operations Insights



- Vessel Loading Time
- Vessel Loading Batch Efficiency
- Holding Lot Occupancy Rate

Thankyou

- 24x7 Availability

Contact@techiosoft.com

