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Your dreams, our inspiration

www.alisys.net

09/04/2021

«Here is the future»

Alisys develops communication and management solutions to help companies establish easier and more efficient relationships with people.

Experience

+20 years

Talent

+180 employees

Results

+300 customers

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Areas of specialisation

Alisys has 4 areas of specialisation:

CLOUD solutions

Communication, management and omni-channel customer assistance solutions.

Bots/ Artificial Intelligence

Automation of communications between organisations and people without human involvement.

Certification/ Blockchain

Tracking of processes and certification of documents and digital contracts.

Robotics

Increasing the capabilities of robots to solve situations that can be improved through robotics and cloud technologies.

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Our clients

Alisys solutions are aimed at companies that manage a large number of customers (one-to-many) in health, education, automotive and public administration sectors, among others.
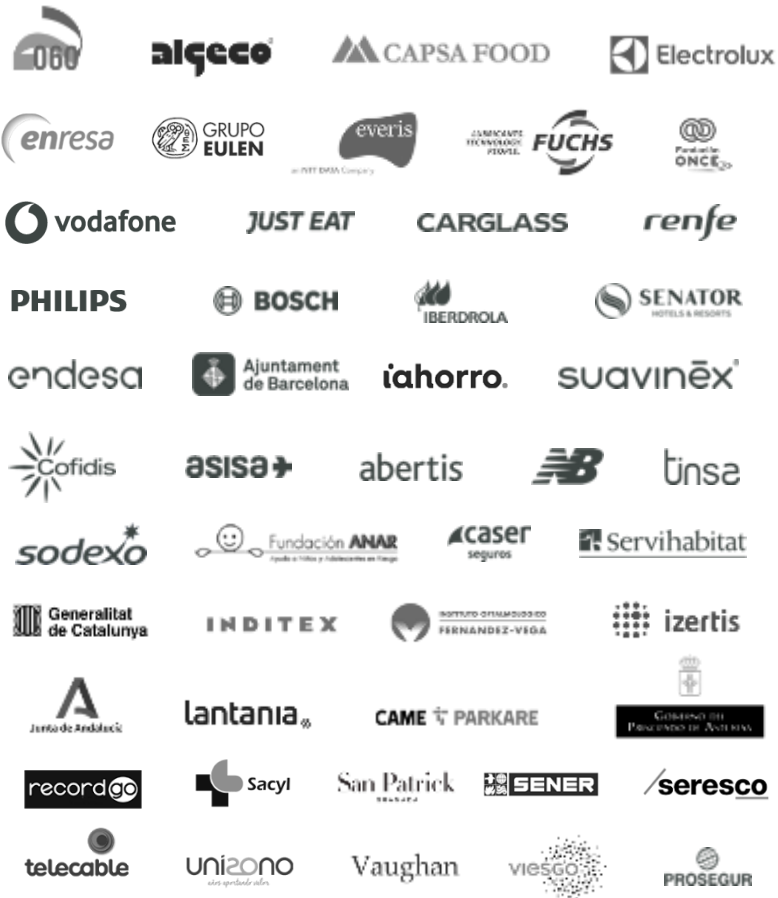
| Telecommunications | Health | Education | Automotive | AA.PP | Banking |

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Clients

060 · alqeco · CAPSA FOOD · Electrolux

enresa · GRUPO EULEN · everis · FUCHS · Fundación ONCE

vodafone · JUST EAT · CARGLASS · renfe

PHILIPS · BOSCH · IBERDROLA · SENATOR HOTELS & RESORTS

endesa · Ajuntament de Barcelona · iahorro · suavinex

Cofidis · asisa+ · abertis · NB · tinsa

sodexo · Fundación ANAR · caser seguros · Servihabitat

Generalitat de Catalunya · INDITEX · FERNANDEZ-VEGA · izertis

Junta de Andalucía · lantania · CAME PARKARE · GOBIERNO DEL PRINCIPADO DE ASTURIAS

recordgo · Sacyl · San Patrick · SENER · seresco

telecable · unisono · Vaughan · viesgo · PROSEGUR

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Portfolio. Base solutions

Software in the Cloud

Virtual
PBX

Cloud Contact
Center

Intelligent
Conversational
Network

Omnichannel
Payment

Cloud CX

CRM

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Portfolio. Cross solutions

For specific processes

Telephone appointment
management
without an agent

Telephone appointment
booking management
without an agent

Call assistance
without an agent

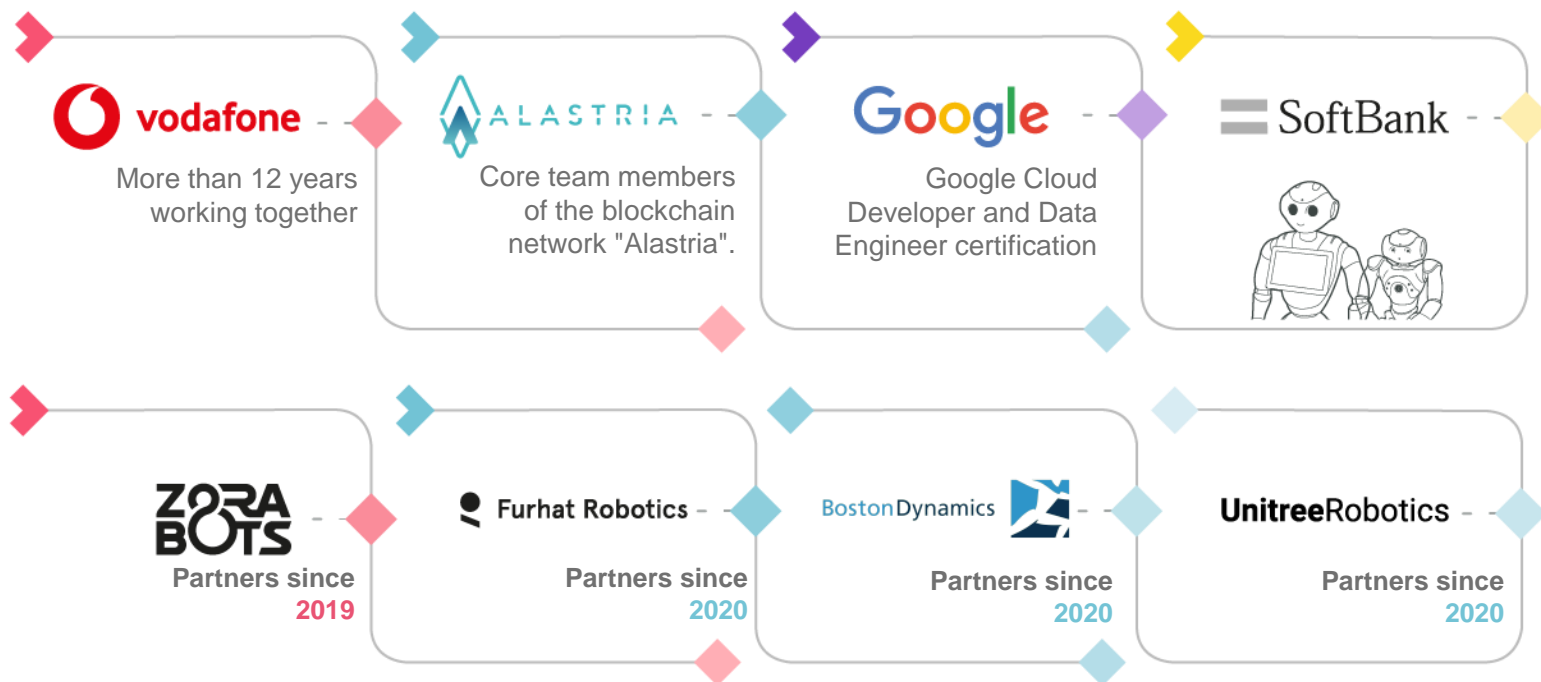Customer
assistance through
WhatsApp

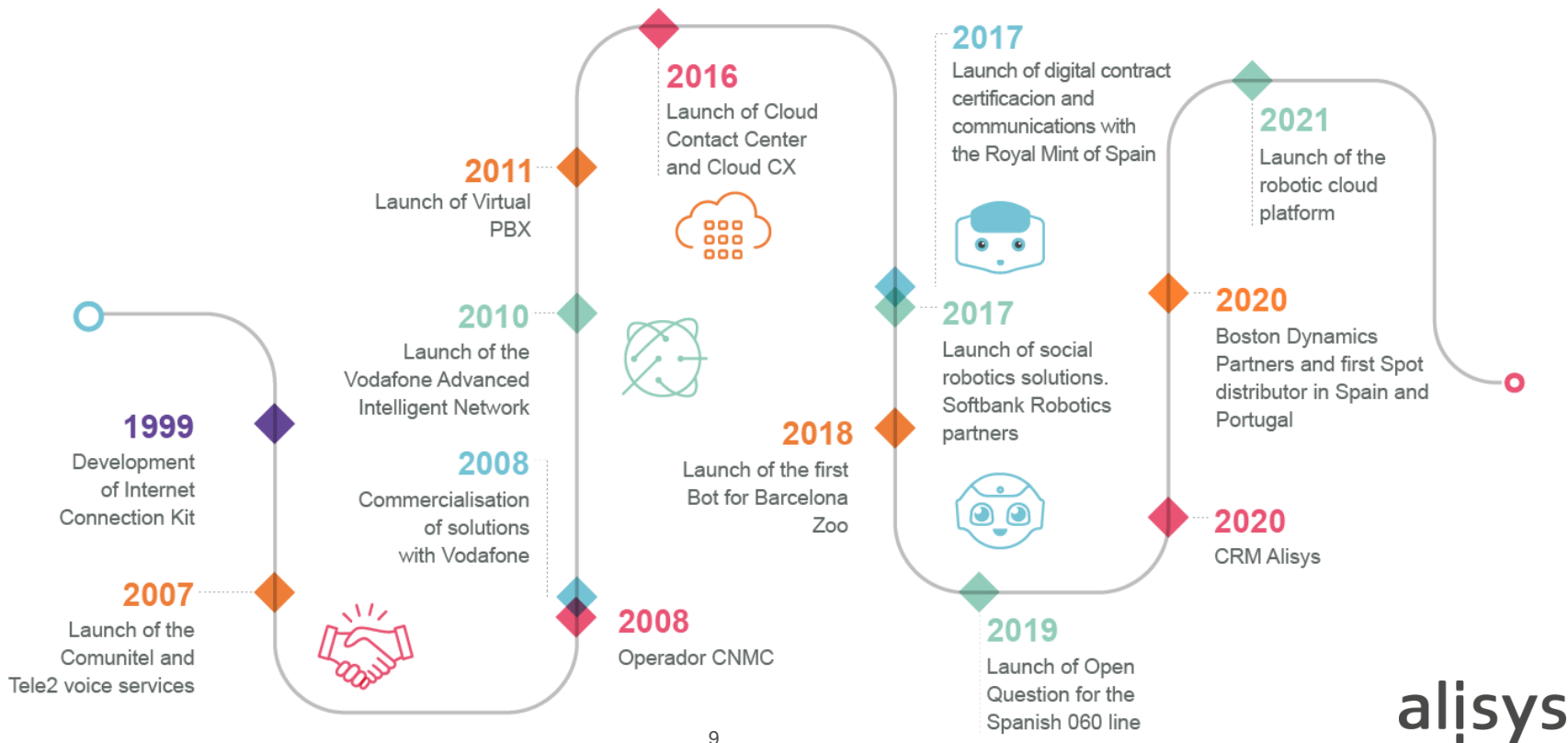Automatic surveys
without an agent

Remote
payments

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Partnership

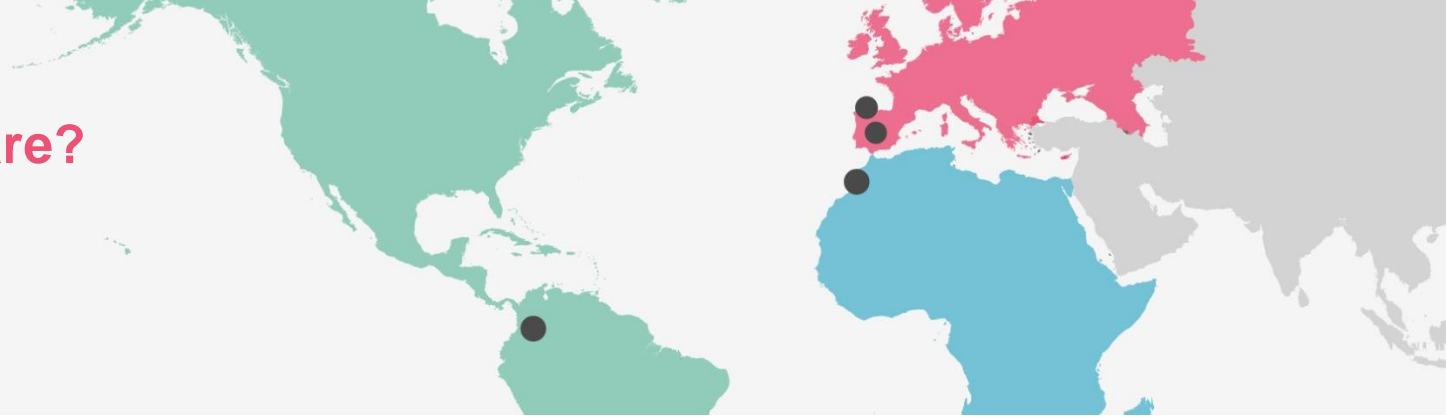Alisys has drawn a path that has traveled with the help of the best ...

vodafone — More than 12 years working together

ALASTRIA — Core team members of the blockchain network "Alastria".

Google — Google Cloud Developer and Data Engineer certification

SoftBank

ZORA BOTS — **Partners since 2019**

Furhat Robotics — **Partners since 2020**

BostonDynamics — **Partners since 2020**

UnitreeRobotics — **Partners since 2020**

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Solution history

…throughout his more than 20 years of experience

2016
Launch of Cloud Contact Center and Cloud CX

2011
Launch of Virtual PBX

2017
Launch of digital contract certificacion and communications with the Royal Mint of Spain

2021
Launch of the robotic cloud platform

2010
Launch of the Vodafone Advanced Intelligent Network

2017
Launch of social robotics solutions. Softbank Robotics partners

2020
Boston Dynamics Partners and first Spot distributor in Spain and Portugal

1999
Development of Internet Connection Kit

2008
Commercialisation of solutions with Vodafone

2018
Launch of the first Bot for Barcelona Zoo

2020
CRM Alisys

2007
Launch of the Comunitel and Tele2 voice services

2008
Operador CNMC

2019
Launch of Open Question for the Spanish 060 line

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Where we are?

Alisys develops its solutions through its headquarters in Europe (Madrid), LATAM (Bogotá) and Africa (Casablanca).

Bogotá
Latin American Head Office

Casablanca
African Head Office

Gijón
Development centre in Spain

Madrid
European Head Office

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vodafone
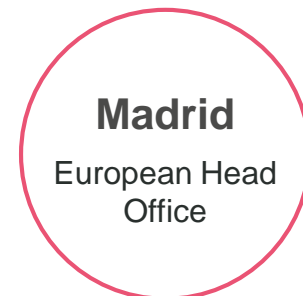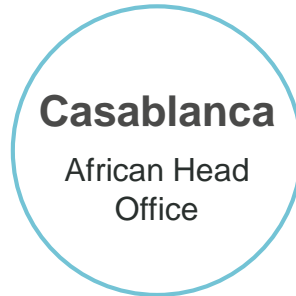
INTELLIGENT CONVERSATIONAL NETWORK

Case of success:
060 citizen assistance Portal

Initial situation

060 needs to incorporate a solution that allows the centralisation of calls and improves the citizen assistance service. Due to a high volume of calls, the service was occasionally overwhelmed and the citizens' requests were not always attended to.

Alisys solution

- ✓ **Intelligent call management:** Organisation and distribution of more than 1 million calls per month between more than 110 destinations without human involvement.
- ✓ **Omni-channel assistance:** Incorporating webchat as a citizen assistance channel.
- ✓ **Integration with Cloud Contact Center:** Management of 200,000 requests and more than 100 agents in 12 different locations.

450.000 requests for appointments without agents

96% precision in automatic classification

More than 1.000.000 calls managed per month

**TELEPHONE APPOINTMENT
MANAGEMENT WITHOUT AN AGENT**

Case of success:
Sacyl

Initial situation

Sacyl needs to improve the efficiency of telephone appointment management. Due to a high volume of calls, the service was occasionally overwhelmed and appointment requests were not always attended to.

Alisys solution

- ✓ **Fluent conversations:** The citizen can choose the day, time and speciality speaking to the virtual agent in colloquial language.
- ✓ **Automation and Immediacy:** Appointment requests are attended to immediately without human involvement.
- ✓ **Availability:** The service operates 24 hours a day, 365 days a year.

More than 100,000 telephone appointments are managed per month without an agent

Increased efficiency of the appointment system

Improvement to user experience

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viamed   **vodafone**

CLOUD CX: APPOINTMENT
MANAGEMENT THROUGH WHATSAPPP

Case of
success:
Viamed

Initial situation

Viamed needs to incorporate a new channel for managing appointments. Patients can only request appointments through the website and by telephone.

Alisys solution

- ✓ **Immediac**y: The users' requests are attended to immediately by an agent.
- ✓ **Reaching new targets:** Incorporation of the most used communication channel by digital natives.
- ✓ **Cost saving:** Management of 200,000 requests and more than 100 agents in 12 different locations.

WhatsApp as a channel of communication and appointment management

Security of conversations

Improvement to user experience

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