



AIWAVE /+
Infrastructure
& Transportation

A new era of **mobility**

 **ALMAWAVE**
GROUP

We shape the future of mobility by leveraging our expertise and creating a sustainable, multi-channel, and service-rich transportation ecosystem. We accelerate innovation with the goal of generating new and improved mobility experiences.

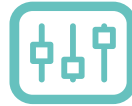
The Benefits of AIWave 4 Infrastructure & Transportation



AVAILABILITY
OF MULTI-CHANNEL
SERVICES



STREAMLINING
OF FIELD ACTIVITIES



AUTOMATION
OF PROCESSES
AND OPERATIONS



ENHANCEMENT AND
QUALITY OF INFORMATION

The result?

Many solutions to make Mobility more efficient

OUR SUITES FOR YOUR ORGANIZATION

Optimize your success with customized solutions for your professional role



GOVERNANCE & KNOWLEDGE

Products and solutions to simplify access to knowledge and to “hidden” information in order to support organizations by leveraging NLP technologies.



CUSTOMER EXPERIENCE

Products and solutions that help companies build an experience which is more and more customer centric and tailored to his or her needs, simplifying interaction and the range of services offered through omnichannel engagement.



PEOPLE & OPERATIONS

Products and solutions to support companies in the digital transformation of their operations and activities, helping them to become more agile and connected from a data-driven perspective.



SUSTAINABILITY & INCLUSION

Products and solutions that support companies in assessing sustainability-related phenomena with a focus on responsible and steady growth.



MARKETING & COMMUNICATION

Products and solutions that provide simplified, extended and inclusive access to information, enabling the implementation of marketing and communications strategies that are increasingly effective since they are data-driven.



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PRODUCTS AND SOLUTIONS

For a smarter
transportation
system

SMART MAINTENANCE

AI algorithms for predictive maintenance to support asset management processes, in order to prevent failures and schedule timely maintenance operations.

DECISION SUPPORT SYSTEM & GIS

A data-driven solution that monitors the deviation of indexes over time (also via alerting functionalities) and formulates predictions regarding possible variations in the scenario (what-if analysis).

INFORMATION HUB

A single point for the collection, validation, transformation and representation of data according to various standards (e.g. Datex, Netex, Siri, Transmodel), also in real time.

VIRTUAL ASSISTANT

An interface that responds to users' requests in natural language (text and/or voice) in order to effectively meet their needs by engaging systems and querying open data on smart mobility.

CLAIMS MANAGEMENT

An end-to-end platform that embraces the entire claims handling process, from opening to settlement. AI technologies and machine learning algorithms that are able to classify claims according to their level of complexity, quantify the damage, calculate fraud or eligibility scores and anticipate the type of resolution.

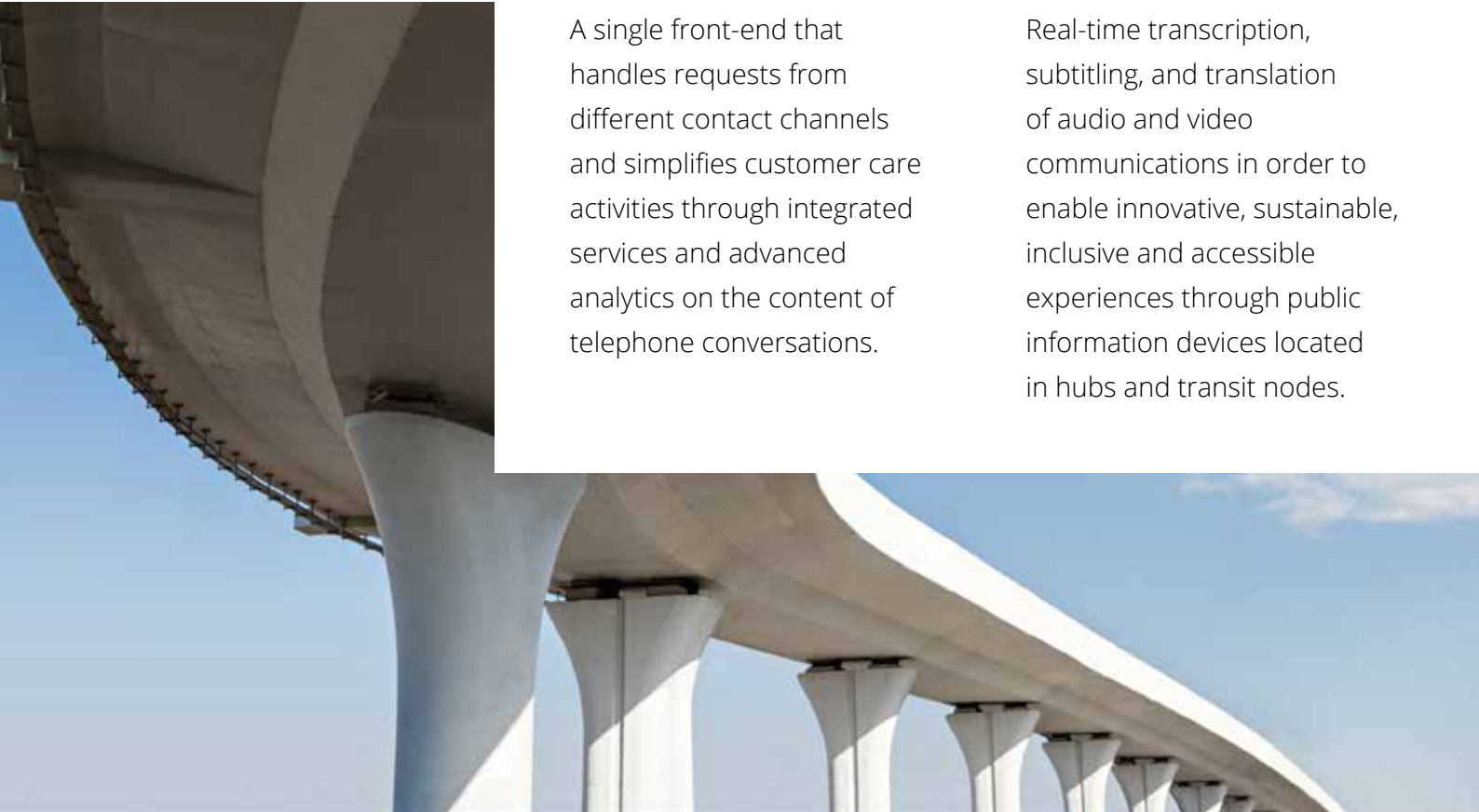


CONTACT CENTER TRANSFORMATION

A single front-end that handles requests from different contact channels and simplifies customer care activities through integrated services and advanced analytics on the content of telephone conversations.

SMART SERVICES FOR SMART HUB

Real-time transcription, subtitling, and translation of audio and video communications in order to enable innovative, sustainable, inclusive and accessible experiences through public information devices located in hubs and transit nodes.



OUTBOUND CAMPAIGN & INFO MOBILITY

A solution that automates the sending and collection of information from various contact channels, text and voice-based and monitors the quality of the service provided.

VOCAL SERVICES "ON FIELD"

Voice services and process automation to support operators in reporting technical and maintenance activities, such as inspection of infrastructure and checks of public transportation vehicles.

EVENT, RISK & ALERT CLASSIFICATION

Tracks and automatically pre-fills in key information to assist control room operators and simplify the management of events.

E-MAIL CLASSIFIER

It's an AI-based e-mail management system that automatically analyzes texts written in natural language, in order to identify service issues reported through e-mails and online forms and intervene with significant enabling cost savings.

INFORMATION DISCOVERY

It optimizes the search and navigation of content within documents in order to facilitate access to security procedures and other information that is critical to infrastructure maintenance activities.

VOCAL SERVICES FOR CONTROL ROOM

A virtual assistant that activates actions on devices through voice commands and control, simplifying the human-machine interaction.



TRAVEL & LOCATION INTELLIGENCE

Location analysis through a combination of qualitative and quantitative data, in order to understand a place's potential and attractiveness, also with regard to sustainability.

INFRASTRUCTURE SUSTAINABILITY MONITORING

A solution for analyzing the social, environmental, and economic context of infrastructure in order to identify the most influential stakeholders and assess the sentiment that emerges from public debate regarding issues involving the infrastructure itself.



DIGITAL MONITORING

A solution to gather, in real time, a huge amount of content and reviews published on more than 130 online sources and analyzes the true perception of your hub of interest (train stations, ports, airports, etc.)

It will help you understand what people are saying about your products highlighting the most frequently discussed topics and the weaknesses to be addressed. Moreover sentiment will be compared to your competitors. It is easy to configure and already integrated in AlmavivA's portals: a ready-to-use solution!

The natural interaction
with technology

#AI4you

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