Spitch services and solutions:

Spitch is providing services and solutions for a broad range of industries. Below are some use cases in banking and insurance, telecom, public transport, retail, government/public sector and healthcare.

- Voice driven IVR with automated call steering
- Automated form filling
- Regulatory compliance monitoring
- Real-time and off-line speech analytics
- AI-based omni-channel self-services
- Voice biometric verification and identification
- Automated soft debt collection
- Customer call protocolling
- Automated claims processing
- 24x7 information provision to standard queries
- Communication surveillance suite
- Fraudster detection
- Voice and video-based customer onboarding
- Automation of inbound and outbound calls
- Back-office process automation
- Highly accurate voice user interfaces (VUIs) for mobile apps
- Intelligent auto-attendants
- Automated customer satisfaction surveys and NPS measurement
- Automated voice-driven product search
- Automated supply ordering solution
- Automated voice services for information about order status
- Automated voice services for refund, delivery and post-sales assistance
- Automated outbound calls for feedback collection
- Automated voice services for appointments scheduling and queue management
- ASR and voice search technologies for e-documentation systems

Case studies

Some typical Spitch solutions implementations across different industries, countries and business sectors are showcased on our website. They are universal references for the most common use cases of many of our clients and partners. They are also useful as best practice guidance for a wider circle of our prospective customers.
Spitch was the first company to develop enterprise solutions in Swiss German (Schwiizerdütsch) and its many dialects. Many other languages have been added since then. Alongside high accuracy and rich functionality, Spitch offers flexible client-centric models of engagement and a bespoke approach focused on delivering visible business benefits by voice-driven services.

Spitch is staffed by highly skilled professionals, with offices in Zurich, London, Milan, Madrid, Moscow, as well as direct operations in Germany.

**Why Spitch?**

Our solutions are part of a complete platform of integrated voice technologies, supporting open architecture and industry standards.

Our R&D team has over 50 years of combined experience in research and development of SLT, including Automatic Speech Recognition (ASR), Text-to-Speech synthesis (TTS), Information Retrieval (IR), Natural Language Understanding/Processing (NLU/NLP), Voice Biometrics (VB) and Speech Analytics (SA).

Spitch’s outstanding accuracy is combined with an extraordinary fast time-to-market, and comes with a full spectrum of professional services.

Solutions are designed both for cloud-based (private or public) and on-premise deployments in line with data security requirements.

**Recognition by market leaders**

1. Swisscom featured Spitch in its Swiss Artificial Intelligence Startup Map.
2. Opus Research featured Spitch in Voice Biometrics Intelliview 2017 as one of the 19 leading firms.
3. Accenture report on Artificial Intelligence (AI) and its potential for business - “Technology for People: The Era of the Intelligent Enterprise”.
4. Accenture has recognised Spitch as an innovator in the Accenture report on Artificial Intelligence (AI) and its potential for business - “Technology for People: The Era of the Intelligent Enterprise”.
5. Spitch is recognized as one of the world's most innovative providers of technology solutions to address regulatory issues.
6. Forrester has recognised Spitch as a Growth Stage company in the report “New Tech: AI-Fueled Speech Analytics Solutions”, highlighting the strength of Spitch’s position in the market.
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9. Spitch has been included in the "BORN IN SWITZERLAND" Swiss Original Fintech Overview Map of companies based in Switzerland, which are focused on disruptive technology or service innovations with a clear focus on AI.
Spitch is focused on meeting partners’ needs for bespoke customisation and super fast time-to-market. Using Spitch Lingware Suite, partners can easily create their own speech solutions independently or relying on Spitch team support.

Breathing New Life into your Legacy Solutions
Partnership with Spitch will help refresh and transform some of the traditional solutions without the need to discard often expensive infrastructure investments.

Flexible pricing
Spitch offers competitive and flexible pricing, in a Capex, Opex or Hybrid approach. In line with the Spitch partnership philosophy, pricing models reflect the specific needs of partners to add value and generate mutual business benefits.

Partner training and 24/7 Support
Spitch provides comprehensive 24/7 support as well as dedicated training programmes and certification to partners. A full range of support services is available including remote coaching and on-site visits by specialists.