


A i S E R A



Supercharging Service Experience with AI & Automation

Muddu Suddhakar
CEO, Aisera



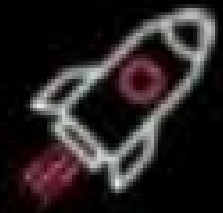
[@smuddu](https://twitter.com/smuddu)



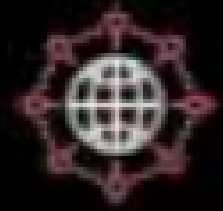
[in/muddusudhakar](https://www.linkedin.com/in/muddusudhakar)



Aisera Overview



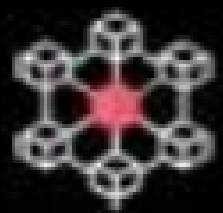
Founded in 2017 and Headquartered in Palo Alto, CA



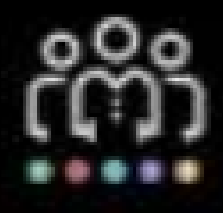
220+ Employees across US, Europe, APAC (150+ AI/ML team)



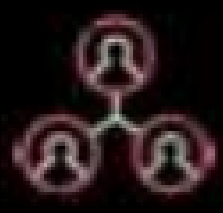
Raised over \$150M; Explosive growth 300% YoY; 100+ customers



AI Service Experience platform catering to IT, HR, Sales, Marketing, Finance, Legal, Customer Service & Support



Customers include Zoom, Snowflake, Workday, Dave, McAfee, Dartmouth, Gap, Autodesk, 8x8, RingCentral



Strategic partner to ServiceNow, Salesforce, AWS, Microsoft, Google, Cisco





Our Vision

To deliver exceptional
**Customer & Employee
Experience**

The background of the slide features a warm, orange-to-red gradient. In the center-left, two hands are shown from the wrist up, palms facing each other, holding a bright, glowing white sphere. The lighting is soft and atmospheric, suggesting a sunrise or sunset.

Our Mission

Empower organizations with **AI** and **Automation** to deliver best-in-class Customer & Employee experiences

Why Now?



Markets are down



Inflation is up

What areas can you unlock in your Organization for AI & Automation

What is Top of Mind for Organizations?



People

Experience & Engagement



Process

Improved Productivity



Cost

Reduction

Driving Force for Digital Experience & Transformation

Speed

65%

of respondents said they expect near instant responses

- Forrester

Intelligence

70%

of white-collar workers will interact with conversational platforms daily

- Gartner

Experience

80%

of consumers claim that 24/7 service is the most useful bot functionality

- MIT Technology Review

AI & Automation is the way forward!

Business Challenges



Distributed Teams



High User Effort



Manual Processes

Key Problems to Address



Increasing inefficiencies and costs across the organization



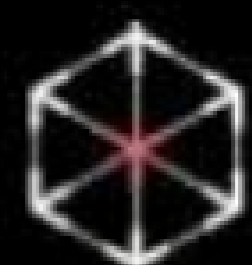
Struggling with siloed systems and “landscape sprawl”



Lack of ROI from and long time to value from SaaS solutions



Improving the User experience

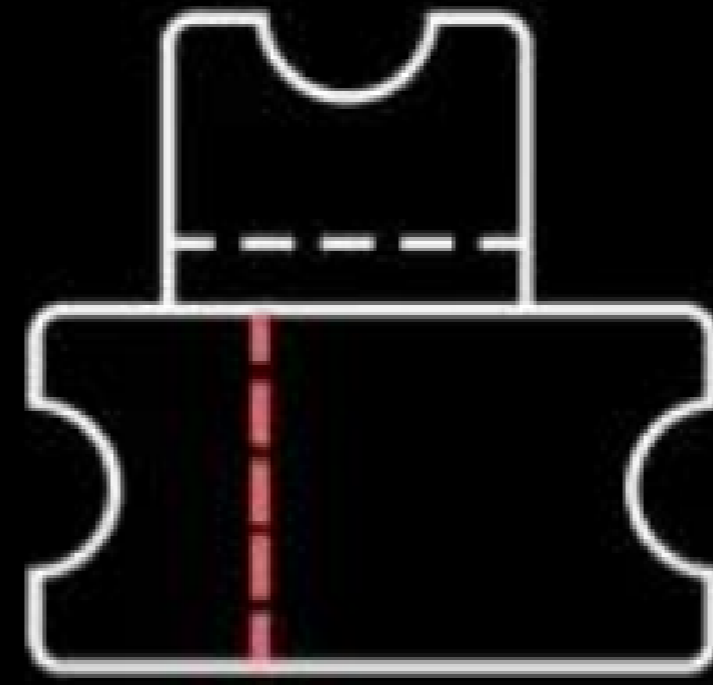


Growing & Scaling business efficiently; Deploying automation enterprise-wide

Current State of Affairs



Hard to find Correct
Information Quickly



High Effort & Manual
Resolution



High Costs - Support
& Service

Customers with Best-in-Class

Employee Experience



[Chegg Case Study](#)



[Grant Thornton Case Study](#)



[Autodesk Case Study](#)



[Workday Case Study](#)



[Zoom Case Study](#)

Customer Experience



[Zoom CS Case Study](#)



[Carta Case Study](#)



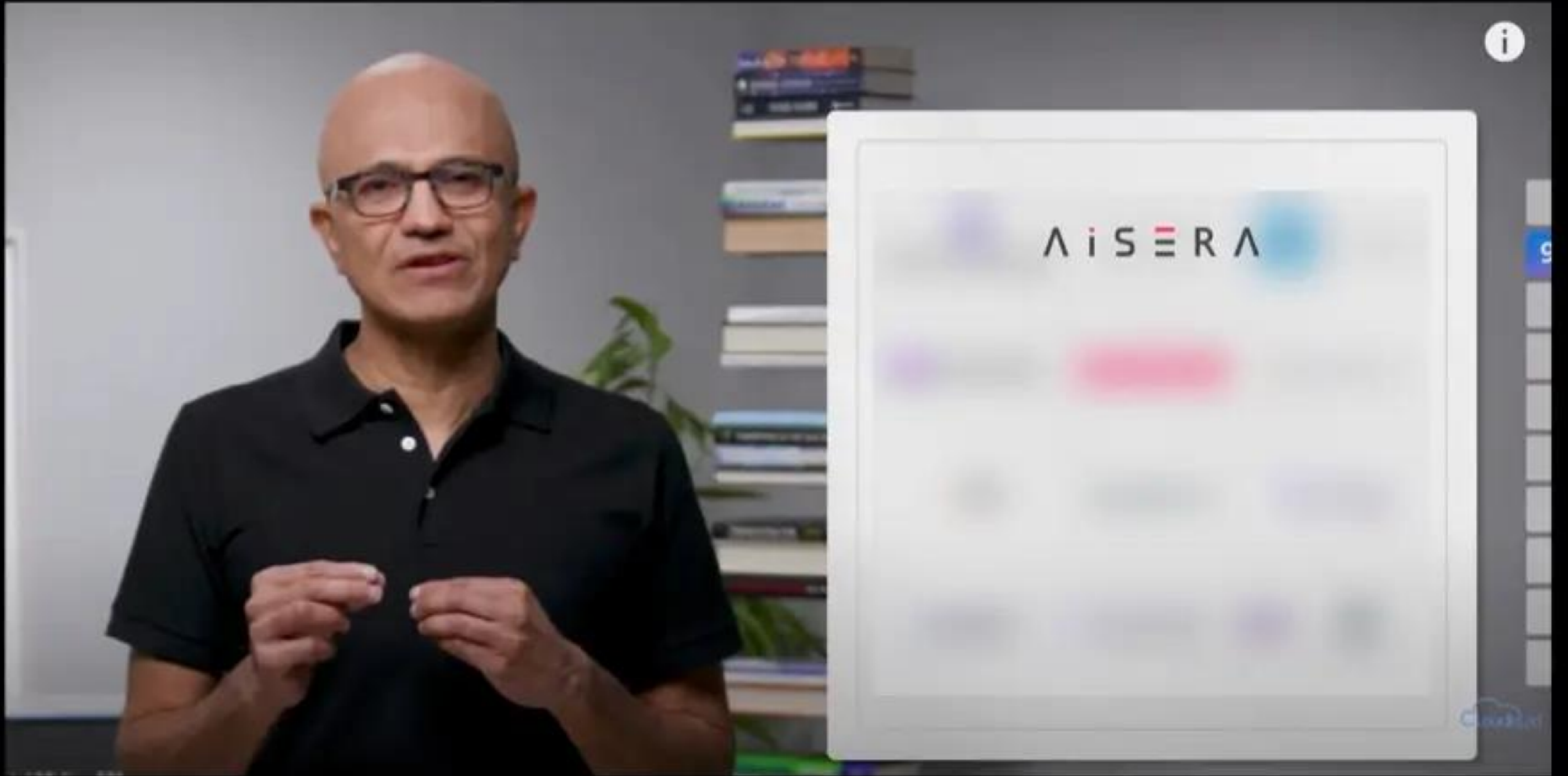
[Dave Case Study](#)



[McAfee Case Study](#)

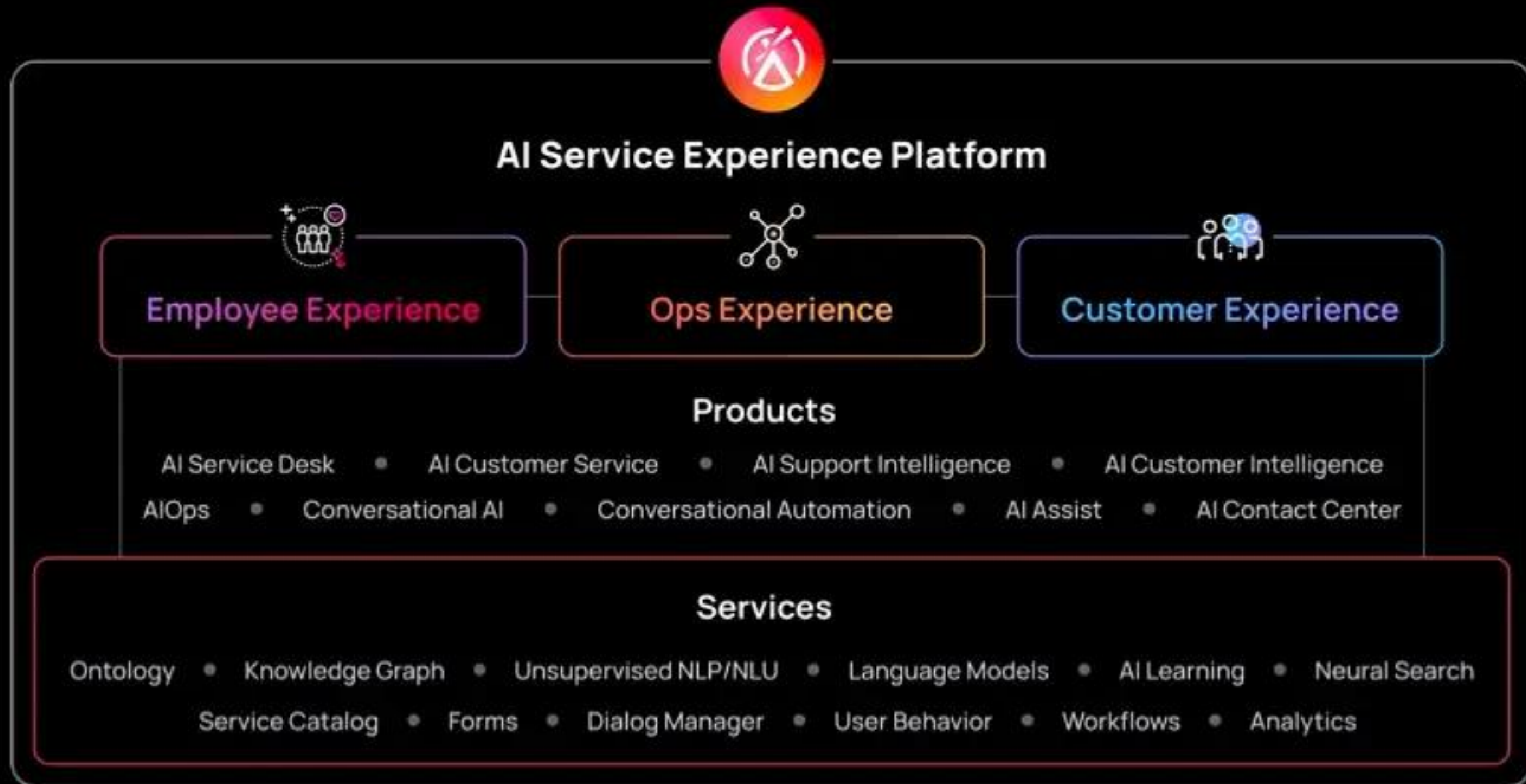


[Snowflake Case Study](#)



<https://www.youtube.com/watch?v=GonrcDal3QU>

Unleash the Power of AI & Automation



Disruptive AI Service Experience Platform



What Aisera Does?

Automate the Mundane, Elevate the Humane

Supercharge Your Employee & Customer Experience
with AI & Automation



Analysts Recognition



Gartner



Gartner
COOL
VENDOR



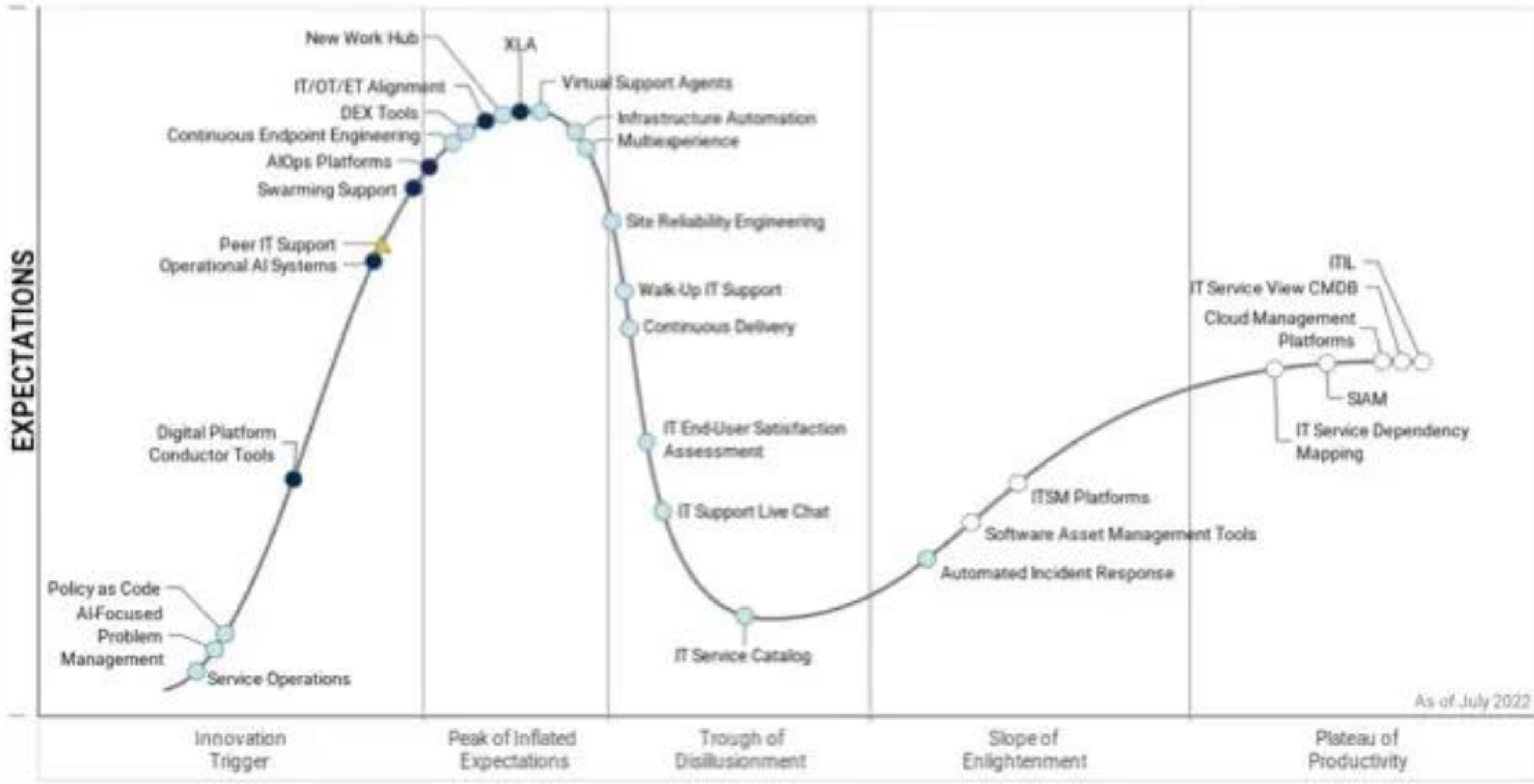
FORRESTER

Gartner Research
Hype Cycle for ITSM 2022

Forrester Research –
The Chatbots For IT Operations
Landscape Q2, 2022

Gartner ITSM Hype Cycle 2022

Hype Cycle for ITSM, 2022



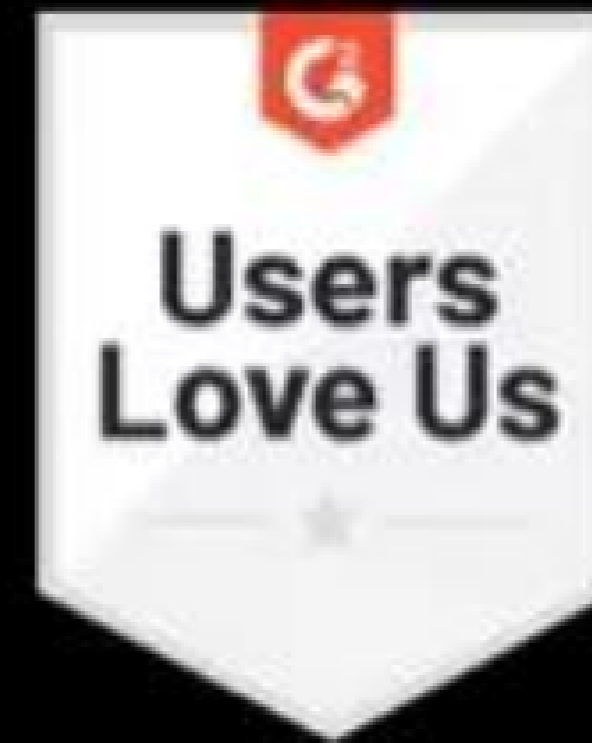
As of July 2022

Plateau will be reached: ○ <2 yrs. ● 2-5 yrs. ● 5-10 yrs. ▲ >10 yrs. ✗ Obsolete before plateau





AWARDS



Investors

NORWEST

MENLO
VENTURES

true *Ventures*

 ICON VENTURES

**Goldman
Sachs**


WORLD INNOVATION LAB

khosla ventures

 **sherpalo**

 WEBB
INVESTMENT
NETWORK


workday.


First
Round



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