

## Press information

1 September 2022

### **Next level interaction between humans and AI**

## **Cognigy and MHP form strategic partnership**

**Ludwigsburg/Düsseldorf** – Taking customer service to a new level with artificial intelligence and significantly enhancing the customer experience: with these goals in mind, Cognigy, a leading provider of customer service automation, and the international Management- und IT Consulting MHP have sealed a strategic partnership. Based on the Conversational AI platform Cognigy.AI, MHP will henceforth integrate virtual agents of the latest generation into the processes of its customers and thus automate customer / employee communication at all contact points and in over 100 languages. Cognigy and MHP share a common vision: technology enriches human interaction.

"Our common ambition and will to use the potential of Conversational AI for significant improvements for customers, employees and users is the driving force behind this strategic partnership. The experience in contact with companies is extremely important today: for new customers, for existing customers and also internally for employee satisfaction. Excellent service can only be ensured with today's interaction volume with Conversational AI and automation. Automated clarification of recurring inquiries and pre-qualification relieve the contact centers and increase satisfaction with every interaction. The fluctuation decreases, the experience increases," says Oliver Kiper, Associated Partner Customer Experience at MHP. "Cognigy.AI is used by many corporations worldwide and convinces with its time-to-market and its flexible integration. Conversational AI represents an

elementary building block of every smart customer and employee experience and we are very pleased to offer our customers with it another strategic impulse for their global success."

"Day-to-day business as well as transformation, change and crises lead to more and more questions and problems for customers, employees and business partners, for which they expect companies to provide answers and solutions quickly. Cognigy.AI significantly increases the performance of contact centers. Companies can use it to deliver an outstanding service experience internally and externally, at every touchpoint, at all times, and even during enormous contact peaks. We are delighted to have MHP as a strong, established automation partner who shares our vision of "Power up your Contact Center", i.e. a better, smarter service. Like us, MHP stands for excellence, is well positioned in terms of personnel, expertise and internationally, and has the necessary strategic vision to introduce self-services and voice as a new form of interaction at many points in the company," explains Philipp Heltewig, CEO of Cognigy.

*approximately 2.800 characters*

[Picture] Philipp Heltewig, CEO Cognigy (left), Oliver Kiper, Associated Partner Customer Experience at MHP

**More information:** [www.mhp.com/newsroom](http://www.mhp.com/newsroom)

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## **About Cognigy**

Cognigy is a global leader in Customer Service Automation. With the Conversational AI platform Cognigy.AI, companies can deploy intelligent voice and chatbots across the organization, automating their customer / employee communications at all touchpoints. With Cognigy, companies improve their service, support their contact center team and save costs significantly.

Cognigy AI accurately recognizes user intent and conducts naturally spoken dialogs in over 100 languages - 24/7 and easily scalable on any channel (phone, webchat, SMS, apps, etc.). The low-code platform automates business processes through easy integration with backend systems, is available as SaaS and on-premises and is DSGVO compliant. Customers of the German AI provider include Bosch, Mercedes-Benz, E.ON, Henkel, Lufthansa, Tchibo and many more.

Furthermore information: [cognigy.com](https://cognigy.com)

## **About MHP**

### **Enabling You To Shape A Better Tomorrow.**

As a technology and business partner, MHP digitizes its customers' processes and products and supports them in their IT transformations along the entire value chain. As a digitization pioneer in the mobility and manufacturing sectors, MHP transfers its expertise to a wide range of industries and is the premium partner for thought leaders on their way to a Better Tomorrow.

MHP serves over 300 customers worldwide: leading corporations and innovative medium-sized companies. MHP provides both operational and strategic consulting and delivers proven IT and technology expertise as well as specific industry know-

how. As OneTeam, MHP operates internationally, with headquarters in Germany and subsidiaries in the USA, UK, Romania and China.

For 25 years, MHP has been shaping the future together with its customers. More than 3,300 MHP employees are united by the demand for excellence and sustainable success. This aspiration continues to drive MHP - today, tomorrow and in the future.

**MHP: DRIVEN BY EXCELLENCE.**

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