

February 13, 2023

To all members of the press

Tupl, Inc. / Tupl Japan G.K.
NEC Networks & System Integration Corporation

Tupl and NESIC received an order for KDDI's "Automation of Customer Support Operations in the Technical Department" project.

~"AI Care-A.C.C.R." to Improve Efficiency of Customer Support Operations in Technical Department~

NEC Networks & System Integration Corporation (Head Office: Bunkyo-ku, Tokyo, Japan; President and CEO: Yushi Ushijima; TSE: 1973 NESIC; hereinafter "NESIC") and Tupl Inc. (Head Office: Washington, USA; CEO: Petri Hautakangas; hereinafter "Tupl") have been awarded a contract to automate customer support operations for the technical department of KDDI Corporation (Head Office: Chiyoda-ku, Tokyo, Japan; President: Makoto Takahashi; hereinafter "KDDI"), a major Japanese telecommunications operator. For this project, Tupl's AI solution for telecommunications carriers, "AI Care-A.C.C.R.", will be delivered to help improve the efficiency of customer support operations.

"AI Care-A.C.C.R." contributes to faster and more accurate customer support by utilizing AI to analyze network conditions and user quality to properly identify causes and automatically generate proposed answers to inquiries.

In February 2022, NESIC and Tupl concluded a partnership agreement (see note) aimed at solving network operation issues of telecommunication carriers in Japan. The delivery of "AI Care-A.C.C.R." is the result of this partnership, and the two companies will continue to accelerate co-creation to help customers solve issues and improve service quality.

Note: The NEC Networks & System Integration (NESIC) and Tupl, Inc. of the U.S. signed a partnership agreement for an AI-based network automation solution.
<https://www.nesic.co.jp/english/news/fomr2i0000000td1-att/fomr2i0000000zvb.pdf>

All company and product names mentioned herein are trademarks or registered trademarks of their respective companies.

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supplement

About AI Care-A.C.C.R.

Tupl's AI Care - A.C.C.R (Automatic Customer Complaints Resolution) uses AI to immediately analyze network conditions when a user reports a problem, detects/analyzes the corresponding user quality/network problem, identifies the root cause, and take action to resolve/respond. AI Care tools are 100 times faster and up to 4 times more accurate than traditional resolution methods, and provides a level of automation of approximately 90%.

About NEC Networks & System Integration Corporation

Provides planning, consulting, design, and construction of ICT systems centered on networks, as well as maintenance, operation, monitoring, and outsourcing services that are available 24 hours a day, 365 days a year from support service bases throughout Japan.

URL: <https://www.nesic.co.jp/english/>

About Tupl, Inc.

Founded in 2014 by experts in telecommunications, big data, and AI to enable digital transformation in the telecommunications industry by automating network operations using AI. Using its AI engine, TuplOS, the company uses machine learning and other capabilities to automate network and customer care operations and accelerate innovation cycles for telecom operators in the US, Japan, Europe, and elsewhere.

URL : <https://www.tupl.com/>