SICURA®

Artificial Intelligence Platform

SICURA is an Artificial Intelligence (AI) Platform designed to create AI Assistants for enterprise businesses. AI Assistants answer questions and complete tasks, while capturing the voice of the end user. NOHOLD provides three variations of the platform:

QuickStart
Create an AI Assistant in under 5 minutes by uploading a document to the QuickStart platform.

Enterprise
Create an AI Assistant by leveraging content from several repositories of information.

Dynamic
Design an AI Assistant that leverages multiple systems, databases and channels making it part of a company's ecosystem.

INTELLECTUAL PORTFOLIO – PATENT US

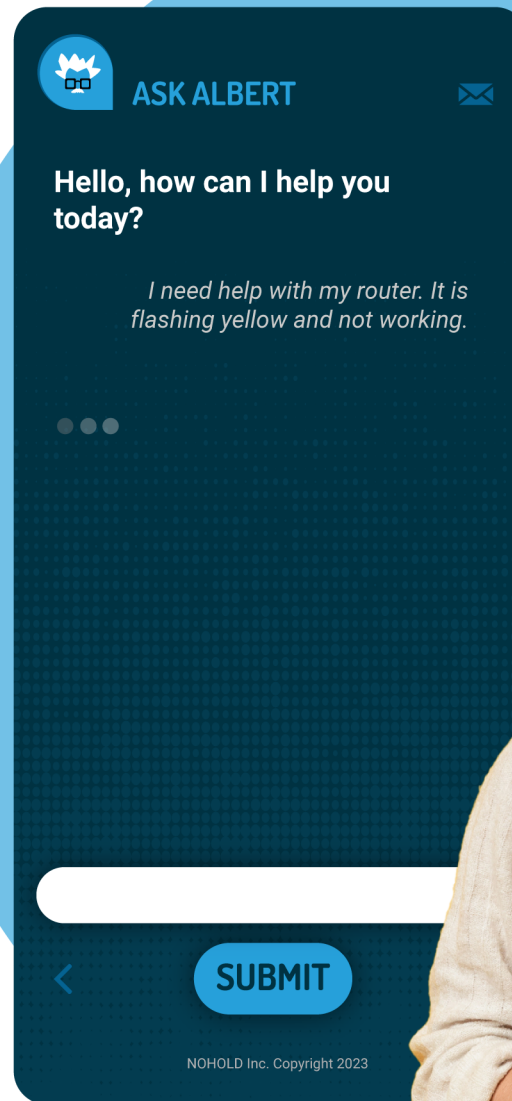**11,163,936 B2**: Interactive Virtual Conversation Interface Systems Methods
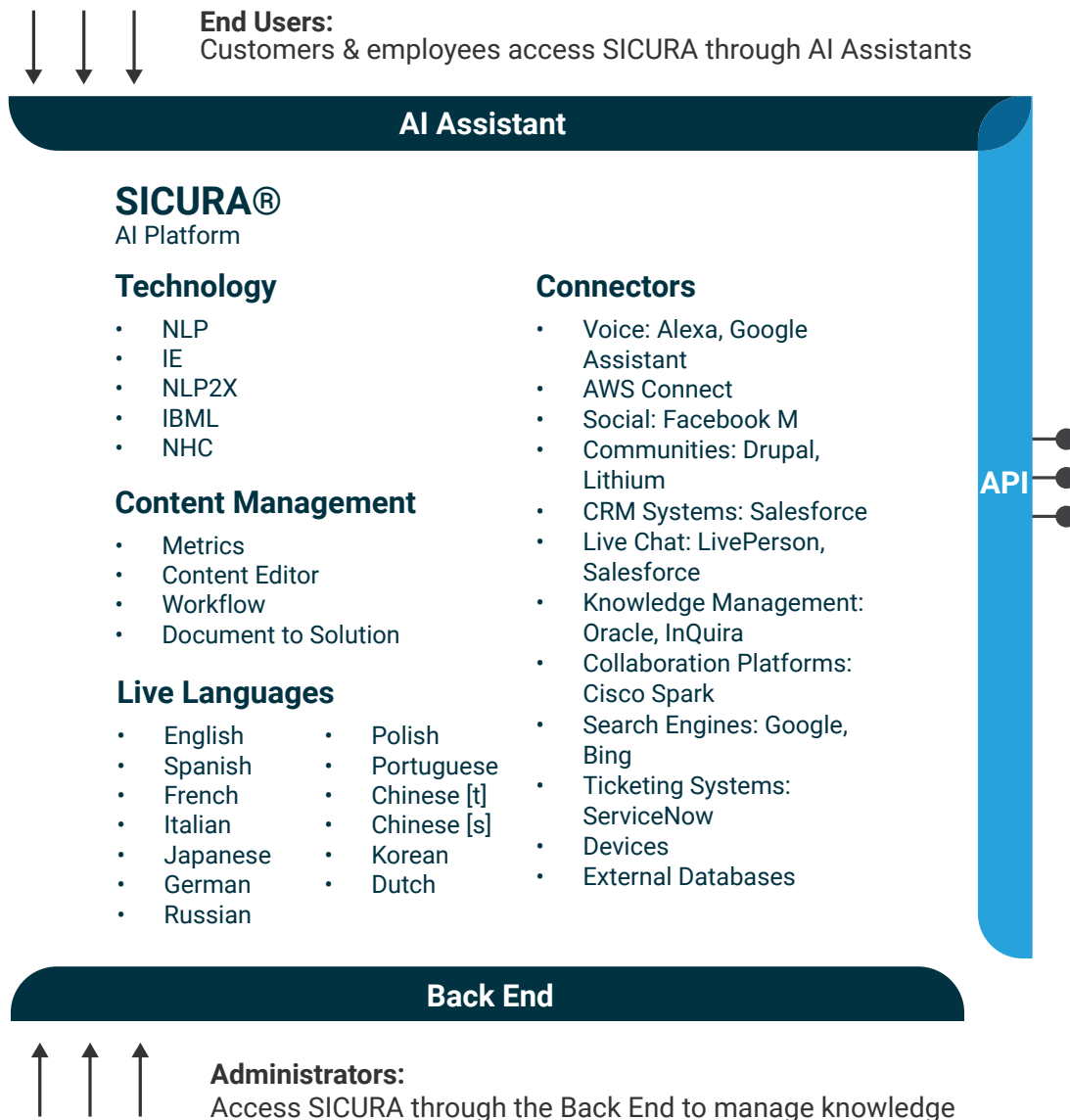**11,132,503 B2**: Query a System Via Natural Language NLP2X
10,659,398 B2: Interactive Virtual Conversation Interface Systems Methods
6,604,141 B1: Internet Expert System and Method Using Free-Form Messaging in a Dialogue Format

DIFFERENTIATORS

- SICURA leverages Deterministic AI to provide accuracy, compliance and consistency.
- Award winning Conversational AI (Gartner Cool Vendor 2015, 2017)
- Customizable through API and intuitive console. Integrate with Google Assistant, Alexa, Facebook M, Salesforce, and more
- Live in 13 languages
- SLA 99.999%

ASK ALBERT

Hello, how can I help you today?

I need help with my router. It is flashing yellow and not working.

SUBMIT

NOHOLD Inc. Copyright 2023

NOHOLD

End Users:
Customers & employees access SICURA through AI Assistants

AI Assistant

SICURA®
AI Platform

Technology

- NLP
- IE
- NLP2X
- IBML
- NHC

Content Management

- Metrics
- Content Editor
- Workflow
- Document to Solution

Live Languages

- English
- Spanish
- French
- Italian
- Japanese
- German
- Russian
- Polish
- Portuguese
- Chinese [t]
- Chinese [s]
- Korean
- Dutch

Connectors

- Voice: Alexa, Google Assistant
- AWS Connect
- Social: Facebook M
- Communities: Drupal, Lithium
- CRM Systems: Salesforce
- Live Chat: LivePerson, Salesforce
- Knowledge Management: Oracle, InQuira
- Collaboration Platforms: Cisco Spark
- Search Engines: Google, Bing
- Ticketing Systems: ServiceNow
- Devices
- External Databases

API

Back End

Administrators:
Access SICURA through the Back End to manage knowledge

TECHNOLOGY

NOHOLD developed and uses the following technologies:

- **Natural Language Processor (NLP)**
- **Inference Engine (IE)**
- **Deterministic & Generative AI Options**
- **noHold Connect (NHC):** ability to connect AI Assistants together
- **NLP to X (NLP2X):** conversational interface over databases
- **Instance Based Machine Learning (IBML):** improves accuracy and scope through interactions with end users

CONNECTORS

APIs allow SICURA to access information from different resources as well as integrate with various channels. SICURA can connect to any back office system or device through Web Services API.

CONTENT MANAGEMENT SOLUTIONS

These tools help administrators manage the SICURA platform.

- **Metrics:** understand the voice of the customer
- **Content Editor:** create and edit content in an interface similar to Microsoft Word
- **Workflow:** set content to specific publishing stages
- **Document to Solution:** documents processed and turned into content for the Virtual Assistant, automatically

ARCHITECTURE

- Multi-Tier (Web, Application and Database)
- All servers are hot swappable to minimize downtime
- Multi-Tenant
- Infinitely scalable

NOHOLD

SECURITY

- Physical security as per Rackspace, AWS and Google Cloud policies
- Dual Cisco firewall devices configured in redundant clusters
- Only HTTPS and VPN traffic is allowed to the content management and reporting servers
- Vulnerability assessments are made using QualysGuard weekly
- Encryption through the HTTPS protocol is provided using SSL Server IDs
- Default security certificates support 128-bit SSL encryption
- Antivirus protection via Norton
- Hardware RAID is used on all storage systems for reliability and redundancy
- Backups are maintained daily and offsite storage is done monthly.

COMPLIANCE

- ISO/IEC 27001:2013
- SOC2 Type II
- PCI DSS Requirements and Security Assessment Procedures, Version 3.1
- HIPAA

SUCCESSFUL CUSTOMER IMPLEMENTATIONS

- **Technical Support** to reduce support costs
- **Sales Support** to increase conversion rates
- **Shopping Assistant** to increase sales with a customizable shopping experience
- **Pre-qualifying Prospects** to get customers to
- **Conversational Interface for Databases** to help distribution partners sell more
- **Contact Center Support** to reduce AHT, churn, and increase consistency/accuracy
- **Fraud Detection** to help protect your business and customers
- **HR Assistant** to file claims, request PTO, and access protected internal documents
- **Policies and Procedures** to ensure new/edited versions are reviewed and accurately followed
- **Onboarding** to simplify adding new customers, patients and employees
- **Training Assistant** to go to market in half the time
- **IT Help Desk** to implement digital transformation

PROFESSIONAL SERVICES

NOHOLD offers professional services to help clients build and maintain AI Assistants.

- CX Analysis
- UI Design and Implementation
- Knowledge Creation
- Knowledge Management
- Knowledge Gap Analysis
- Content Classification and Intent Identification
- Custom Reporting
- Integration with other systems and devices

IMPLEMENTATION

Depending on the level of integration with other systems, it takes about 6 weeks to completely implement an AI Assistant. Four for building and two for testing and editing.

DEPLOYMENT OPTIONS

- On Demand
- On Premise

SUPPORT

- Platform Support: 24/7/365
- Application Support: M-F, 9am-5pm (PST)

PRICING/ ROI

Pricing is dependent on several factors. For more information please contact us.

Pays for itself upon going live.

NOHOLD