

October 16, 2019

**National Stock Exchange of India Ltd**  
Exchange Plaza, 5th Floor  
Plot No:C/1, G Block  
Bandra Kurla Complex, Bandra (E)  
Mumbai – 400 051  
**Scrip: RAMCOSYS**

**BSE Ltd.,**  
Corporate Relationship Department  
Phiroze Jeejeebhoy Towers  
Dalal Street, Mumbai – 400 001  
**Scrip: 532370**

Dear Sirs,

**Sub: Press Release**

Please find enclosed the press release, titled “**Ramco Systems brings its virtual assistant CHIA to WhatsApp**” which is being released to the press from our end.

We request you to kindly take the above on record.

Thanking you,

Yours faithfully  
For **RAMCO SYSTEMS LIMITED**



**R RAVI KULA CHANDRAN**  
**CHIEF FINANCIAL OFFICER**



Encl: As above

**Ramco Systems Limited**

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[www.ramco.com](http://www.ramco.com)

## Ramco Systems brings its virtual assistant CHIA to WhatsApp

Enhances Ramco CHIA to further cover 30+ self-service transactions in HR

**Chennai, INDIA – October 16, 2019** – After rolling out its virtual assistant on Microsoft Teams, Skype and Slack, global enterprise software provider, [Ramco Systems](#), in partnership with Nexmo, The Vonage API Platform, further announced the availability of **Ramco CHIA Virtual Assistant on WhatsApp Business solution**.

Powered by the Nexmo Messages API, Ramco CHIA is an Artificial Intelligence driven Virtual Assistant which uses Deep Learning and Natural Language Processing to simplify day-to-day HR activities via the WhatsApp Business solution offered by Nexmo, a WhatsApp Business Solution Provider.

### Some of the common Virtual Assistant (Chatbot)

#### Use Cases, include:

- ✓ **Attendance** – Leave balance, OT Queries, Non-payment of salary, Incentive payout...
- ✓ **Cancellations** – Visa and Labor card cancellation, Last working day Info, Resignation process...
- ✓ **Onboarding** – Offer letter, reference check, Banking, Visa process
- ✓ **Medical Insurance** – coverage level, dependence coverage and so on...

With continuous focus on driving simplification through Innovation, Ramco built upon its first-generation Transaction Virtual Assistant to develop different types of enterprise virtual assistants catering to diverse needs such as –

- ✓ **Policy Virtual Assistant** that instantly answers company specific policies which hitherto were stored in Intranet and PDF files
- ✓ **Support Virtual Assistant** that can answer more than 70% of employee queries and help organizations cut their HR shared services cost by half

In addition, industry specific Virtual Assistants in Aviation, Logistics and Staffing are also being rolled out to address multiple user needs including – AOG Virtual Assistant (which answers Part requests); Customer Virtual Assistant (for customer queries);

Mechanic Virtual Assistant and Supplier Virtual Assistant, to name a few. In addition, HR Virtual Assistants such as Speedback (for instant performance journal), Timesheet Virtual Assistant, Candidate Virtual Assistant, Onboarding Virtual Assistant and so on are gaining good traction from both HR and employees, alike. While Virtual Assistants are primarily text-based, Ramco has integrated voice activation with Google Assistant as well as Amazon’s Alexa. In addition to English, Ramco CHIA supports multiple languages available under Microsoft’s Louis platform and has built-in cognitive capability to learn and prompt users based on his role and past patterns. Ramco CHIA also provides the ability to seek human assistance if needed.

**Virender Aggarwal, CEO, Ramco Systems**, said, “Virtual Assistants have truly revolutionised the enterprise applications space. What started as a simple support window is now moving towards becoming the defacto UI for all ERP transactions. In fact, at Ramco, we believe that almost 70% of all enterprise transactions can be carried out by conversations. With the emergence of Artificial Intelligence and Machine Learning, virtual assistants have been infused with cognitive capability that understands the user and prompts them with details even before they ask. Having made some great progress with our virtual assistant, we are excited to bring Ramco CHIA on WhatsApp Business via Nexmo – the world’s most popular messaging application.”

“Being available on a platform that is most accessed by the millennial workforce is key to increasing the adoption. We will continue to focus on our end goal of Zero UI by keeping our R&D as a priority.”

“The Nexmo Messages API makes it simple and cost-effective for businesses to engage with customers around the world via the channels they prefer,” said **Sunny Rao, Vice President & GM Asia Pacific & Japan, Vonage**. “Empowering brands the opportunity to leverage the Ramco CHIA virtual assistant on popular channels like WhatsApp Business, allows these companies to reinvent their business models with a more modern, personal way of providing services and support.”

To date, Ramco CHIA is up and running at multiple client locations, globally. With over 100,000 subscribed users, CHIA has matured over the past 2 years and has crossed more than 2 Million conversations, thereby saving approximately 575,000 minutes of user effort. Over time, the virtual assistant improves contextual awareness, gets smarter and anticipates users’ needs based on their behavioural pattern, and even prompts actions as needed.

#### About Vonage

Vonage is redefining business communications, helping enterprises use fully-integrated unified communications, contact center and programmable communications solutions via APIs. True to our roots as a technology disruptor, we’ve embraced technology to transform businesses to collaborate more productively and engage their customers more effectively across all communications channels.

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#### About Ramco Systems

Ramco is a next-gen enterprise software player disrupting the market with its multi-tenant cloud and mobile-based enterprise software in HR and Global Payroll, ERP and M&E MRO for Aviation. Part of the USD 1 billion Ramco Group, Ramco Systems focuses on Innovation and Culture to differentiate itself in the marketplace. On Innovation front, Ramco has been focusing on moving towards **Active ERP** leveraging Artificial Intelligence and Machine Learning and Event Driven Architecture by building features such as **Talk It** - which allows transactions to be carried out by simple voice commands, **Bot it** – which allows users to complete transaction using natural conversations; **Mail It** – transact with the application by just sending an email; **HUB It** - a one screen does it all concept built to address all activities of a user; **Thumb It** – mobility where the system presents users with option to choose rather than type values and **Prompt It** – a cognitive ability which will let the system complete the transaction and prompts the user for approval.

With 1900+ employees spread across 24 offices, globally, Ramco follows a flat and open culture where employees are encouraged to share knowledge and grow. No Hierarchies, Cabin-less Offices, Respect work and not titles, among others are what makes the team say, Thank God it’s Monday!

**Only APAC vendor to be positioned in Gartner Magic Quadrant for ERP, Cloud Financials, Cloud HCM and EAM;**  
**Leader in NelsonHall’s NEAT Matrix for Next Gen Payroll Services;**  
**Winner Global Payroll Transformation Project of the Year – 2019 by Global Payroll Association;**  
**Winner of 2018 ISG Paragon Awards Australia, for ‘Best Imagination’ Award**

For more information, please visit <http://www.ramco.com/>

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