ILLUIN TECHNOLOGY

Change the code

PRESENTATION | 2026

ILLUIN Technology suite : State of the Art AI products

Accelerate your AI roadmap with a suite of ready-to-use products combining cutting-edge GenAI, specialized AI agents, and turnkey catalogs of business use cases.

ILLUIN
TECHNOLOGY

Change the code

01.

ILLUIN Technology company

We deploy high-performance AI and digital solutions at scale, with the highest level of excellence, delivering strong impact across organizations.

Our Purpose

Deliver transformative and lasting business value through AI

We enable organizations to **operationalize advanced AI capabilities into concrete business outcomes**. By driving sustainable **impact at scale**—across productivity, efficiency, and market competitiveness—we de-risk strategic ambitions and empower our clients to **change the code** in their respective industries.

Change the code

2017
year of creation

100+
paying customers

190+
tech experts

€21M
CA 2026 (est.)

~15%
du CA inves. en R&D

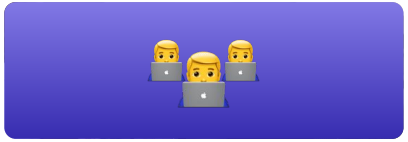
+61%
de CA sur 2025-26

€25M+
in capital deployed by Seven2 (Dec. 2025) to fuel growth across R&D, product innovation, and GTM

Our Differentiation

A Triple-Engine Model to De-risk and Accelerate AI Deployment

The combination of our MAKE and BUY offerings with market-leading R&D creates **a unique value proposition** tailored for successful AI deployment in large organizations: **moving fast** (BUY), building with **precision and trust** (MAKE), and **staying ahead** of the curve (R&D).



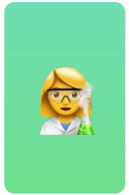
MAKE

A suite of industrialized, off-the-shelf products that evolve rapidly and offer full compatibility with all AI providers and infrastructure environments.



BUY

Forward-Deployed Teams to deliver your bespoke AI projects, while customizing and securing product deployment within your specific environments.



R&D

A continuous bridge between scientific innovation and enterprise application to guarantee a SOTA trajectory for our solutions.

170+ of the market's top tech experts to secure your projects.

- Technical excellence
- Multidisciplinary expertise
- Speed & business understanding
- Maker mindset & commitment



TAILOR-MADE SOLUTIONS (MAKE)

Our experts strengthen your teams or deliver your projects end-to-end across AI, Software Engineering, and Data Engineering.

ILLUIN SUITE DEPLOYMENTS (BUY)

Our experts adapt our products to your environment and use cases to secure industrialization and maximize the value created.



DIALOGUE

Omnichannel conversational assistants



AUTOMATE

End-to-end business process automation



ANALYZE

360° data analysis generation



NAIXT

Low-code platform for developing and orchestrating multimodal, agent-based, and composite AI solutions

A suite of ready-to-use products designed to accelerate AI time-to-value.

- Agentic & Composite AI by design
- Interoperability & IT system integration
- Agnostic design & Sovereignty
- Production readiness & Scalability
- Trust, Governance & Security

World-renowned R&D work ensuring the SOTA trajectory of our solutions.

15%
rev. invest. in R&D

30+
illuiners

5
PhDs full-time

15
publications

500+
quotes

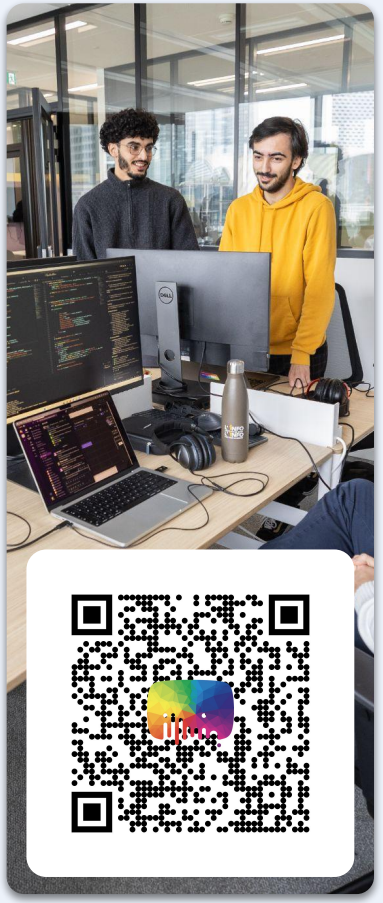
LABCOM LIAGORA
Laboratoire MICS de CentraleSupélec - ILLUIN Technology

LabCom with the CentraleSupélec MICS Laboratory (ici)

COMPASS
by ILLUIN Technology, LIAGORA & CentraleSupélec

GenAI insights newsletter and podcast (ici)

Find **all our publications** on our website! !



Our clients

100+ leaders across all industries already trust us.

Insurance / Mutuals

MACIF
malakoff humanis
MAIF
Mgéfi groupe matmut

Banking / Fin. Services

Deutsche Bank
Crédit Mutuel ARKEA
BoursoBank
CRÉDIT AGRICOLE

Transport / Mobility

GEOPOST
eurostar
AIRFRANCE KLM GROUP
transdev the mobility company

Telecoms

bouygues telecom
orange

Energy / Utilities

EDF
ENGIE
ENEDIS
orano

Retail / E-commerce

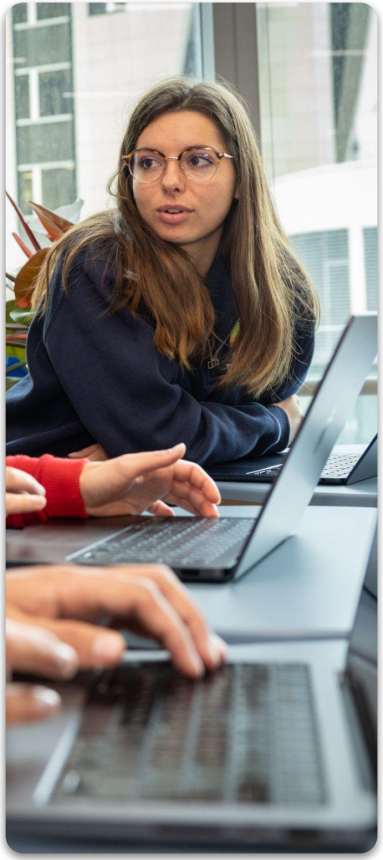
Carrefour
LE BON MARCHÉ RIVE GAUCHE
MoëtHennessy

Health / Education

CentraleSupélec
CHU BREST CENTRE HOSPITALIER UNIVERSITAIRE
ASSISTANCE PUBLIQUE HÔPITAUX DE PARIS
Alcimed

Industry

ALSTOM
SAINT-GOBAIN



Our promise

We deliver state-of-the-art AI solutions, in production, at scale, fully integrated and under control

...in a world where technology is evolving rapidly, where tech giants set the pace, where trust in AI is non-negotiable, and where too many projects remain stuck in POC

- Broad coverage of **key enterprise AI use cases**
- Advanced IT system **integration** and strong **customization** capabilities
- End-to-end coverage of **industrial AI lifecycle**
- Technological **independence** and even **sovereignty**
- Proven ability to deploy **AI at scale in production**
- Enterprise-grade **security**, **governance**, and **observability**

Why a product Suite ?

To quickly create value on the most impactful AI use cases

⏱️ **Accelerate AI time-to-value**
Thanks to pre-built, cutting-edge AI building blocks

➕ **Broaden use case coverage**
Adresser mieux les cas transverses et multimodaux

🔄 **Cover the full AI lifecycle**
A seamless Design → Build → Run → Govern continuum

🧩 **Streamline integration**
Teams, budgets, MCO… while remaining open and interoperable

🤝 **Optimize vendor relationship**
Shared roadmap and cost visibility, without exclusivity



6 core capabilities across the ILLUIN suite

Beyond products: building enterprise-grade AI

Trust, Governance & Security
Enterprise-grade privacy and capabilities to manage risk, performance, and cost in production.

Agentic & Composite by-design
Unique AI hybridization to optimize performance, reliability, and cost-efficiency.



Interop. & IT Integration
Designed for seamless integration with complex and legacy IT systems.

Production & Scalability
Proven, production-grade solutions validated at massive scale.

Agnosticism & Sovereignty
Model & infra-agnostic, hyperscaler-listed, and zero vendor lock-in.

Expertise & Delivery Model
Fast-start, precision-landing: expert-led secure and customized deployment.

A broad ecosystem of partners and connectors, enabling seamless integration into your environment.

Channels & Apps
Connectors

Tech
Connectors

AI/Agentic
Connectors

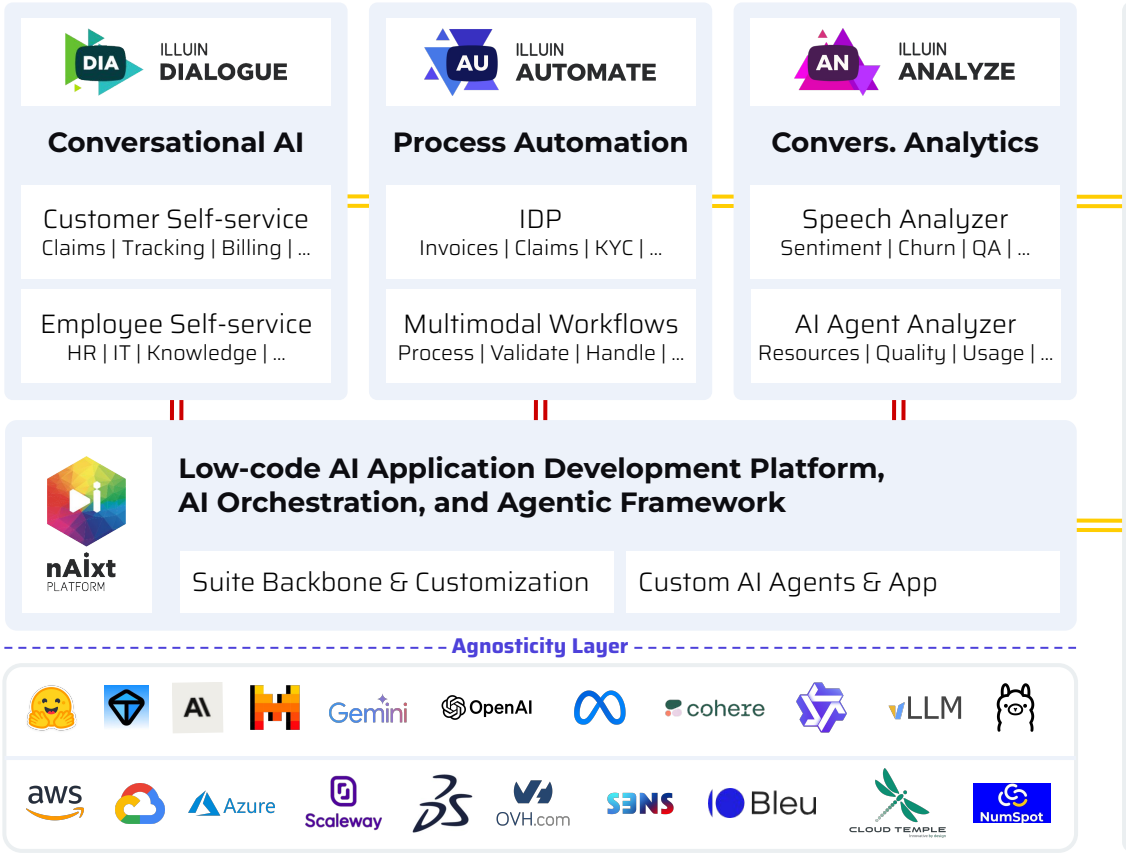
Modèles
Connectors

Cloud & Data
Partners

SI/GSI & consulting
Partners

Modular, integrated and agnostic by design

- Synergistic products, **composable architecture**
- **Pre-built business accelerators** (agents, workflows, use cases…)
- A shared backbone for **advanced configuration** and customization



4 standalone products whose combination multiplies value... a few business use case examples.



Customer Care, CX, Marketing

Reduce customer effort and enhance satisfaction.

- Conversational and Agentic automation
- Processing of documents, emails, and attachments (IDP)
- Customer Insights, VoC et Quality & Agents monitoring



Operations, Inno, Transformation

Industrialize and make processes reliable at scale.

- Intelligent Document Processing (IDP)
- Multimodal Business Workflow Orchestration
- Process and AI Agent monitoring



CIO, CDO, Datalab, AI Factory, CTO

Industrialize AI while maintaining control.

- Custom AI App & Agent Development
- Agent governance and observability.
- Employee-Facing LLM & AI Agent Portal



02.

Quick product pitch

ILLUIN Dialogue within the ILLUIN Suite

EXTERNAL

Entreprise Assets & open-Source

Business Apps

CRM, ERP, DMS...

Data

Process

Agents & Tools

APIs

Databases & IT assets

ILLUIN DIALOGUE
Conversational Assistants

ILLUIN AUTOMATE
Process Automatisation

ILLUIN ANALYZE
360° analysis generation

nAIxt PLATFORM

Low-code AI development & orchestration | Agent Factory

AI Playground | Off-the-shelf models | FinOps | Deployment | Monitoring

Suite Backbone & Customization

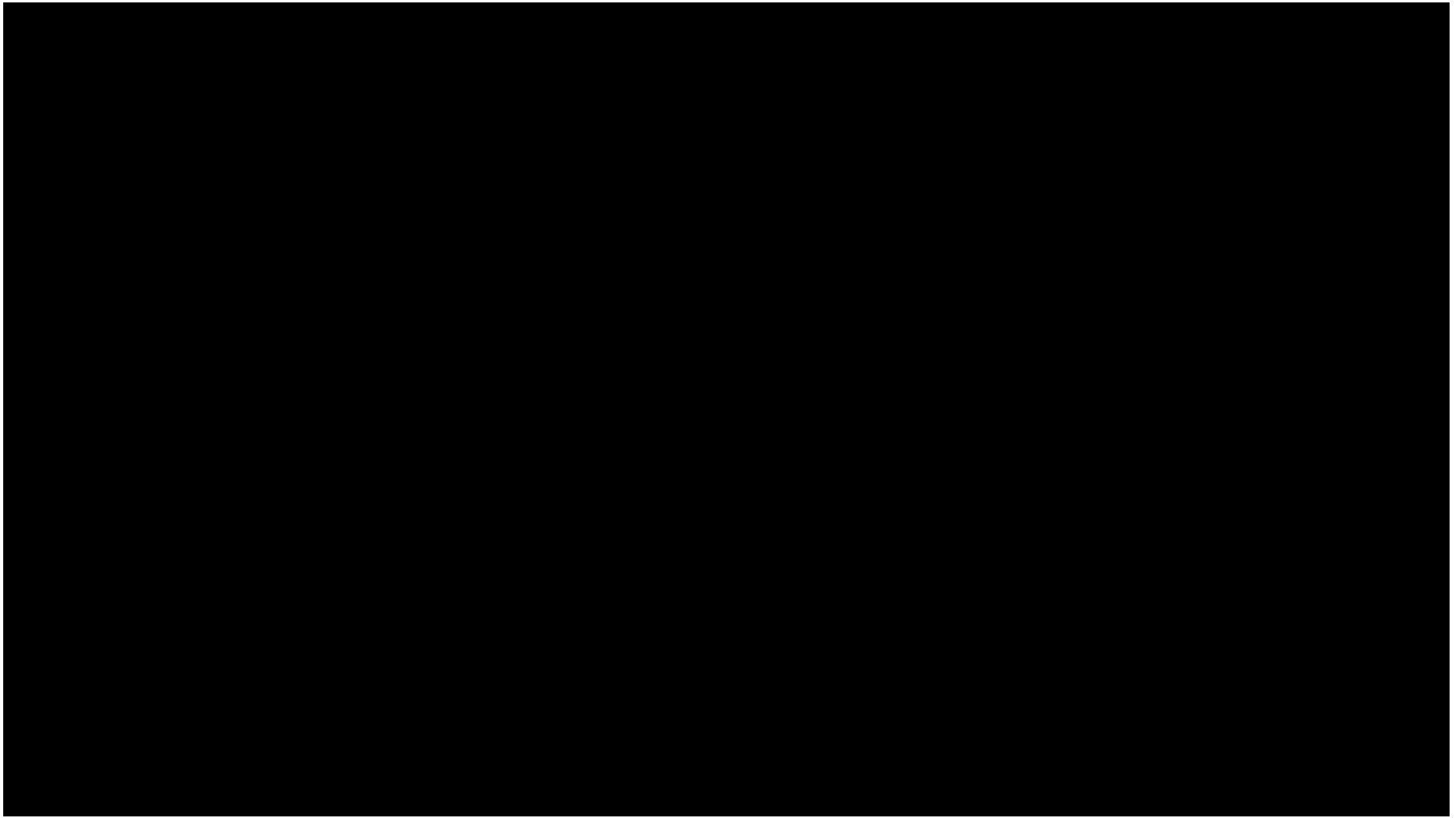
Custom AI Agents & App

Agnosticity Layer

Gemini, OpenAI, cohere, vLLM, aws, Azure, Scaleway, OVH.com, S3NS, Bleu, CLOUD TEMPLE, NumSpot

Understand ILLIUN suite at a glance

- **3 business verticals**
- **1 shared foundation** : nAIxt
- **Synergistic** with each other
- **Integrated** into the company's IT system
- Model- and infrastructure-**agnostic**.



The go-to conversational AI platform for industry leaders

Main use cases

💬 CHATBOTS & RAG-ASSISTANTS
Qualification and handover, advanced selfcare, FAQ and information (RAG), augmented advisor...

📞 CALLBOTS & VOICEBOTS
Reception, qualification, routing, advanced selfcare, outbound calls... for high-volume flows.

💻 COMPANY AGENT PORTAL
Simple, unified, and secure access to LLM capabilities and a catalog of custom AI agents.

Key figures

700 MILLIONS

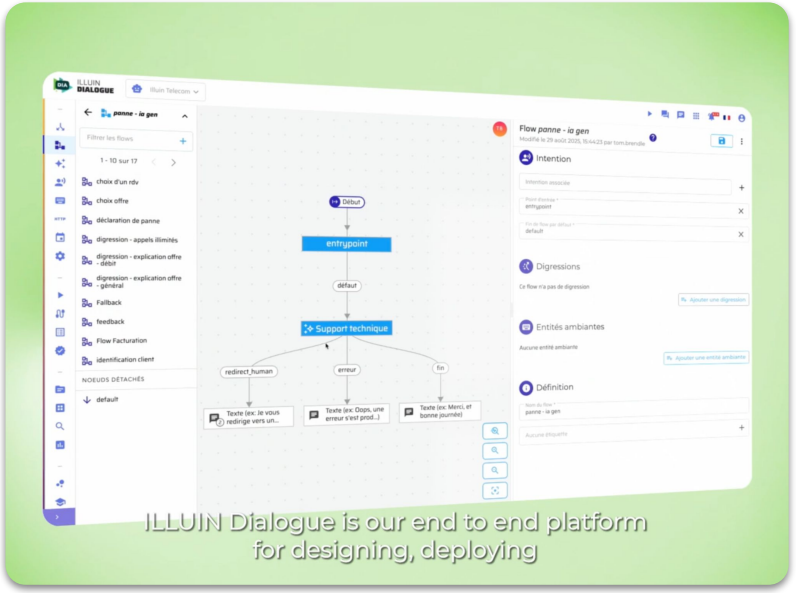
conversations handled per year

- 33%

reduction in customer service contacts

-40%

of calls handled by advisors



GEOPOST · EDF · randstad · Leader mondial assurance · Leader européen télécoms · bouygues · ENEDIS · MACIF · BoursoBank · McDonald's · Deutsche Bank · AIR FRANCE KLM

Everything to build the best assistants and AI agents

ILLUIN DIALOGUE

Design AI experiences

- **Agentic AI** Framework
- Native **multimodality**
- Advanced **Composite AI**
- Native Integration with **nAIxt**

Deploy at scale

- Native **omnichannel** capabilities
- **Integrations with IT systems**, DMS, CRM...
- Advanced automation
- Secure industrial-grade deployment

Govern with trust

- **Privacy by design** & GDPR
- Business Analytics
- Continuous technical evaluation
- Native integration with **Analyze**

ILLUIN Analyze within the ILLUIN Suite

ILLUIN ANALYZE

EXTERNAL

Entreprise Assets & open-Source

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CRM, ERP, DMS...

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Process

Agents & Tools

APIs

Databases & IT assets

ILLUIN DIALOGUE

Conversational Assistants

ILLUIN AUTOMATE

Process Automatisation

ILLUIN ANALYZE

360° analysis generation

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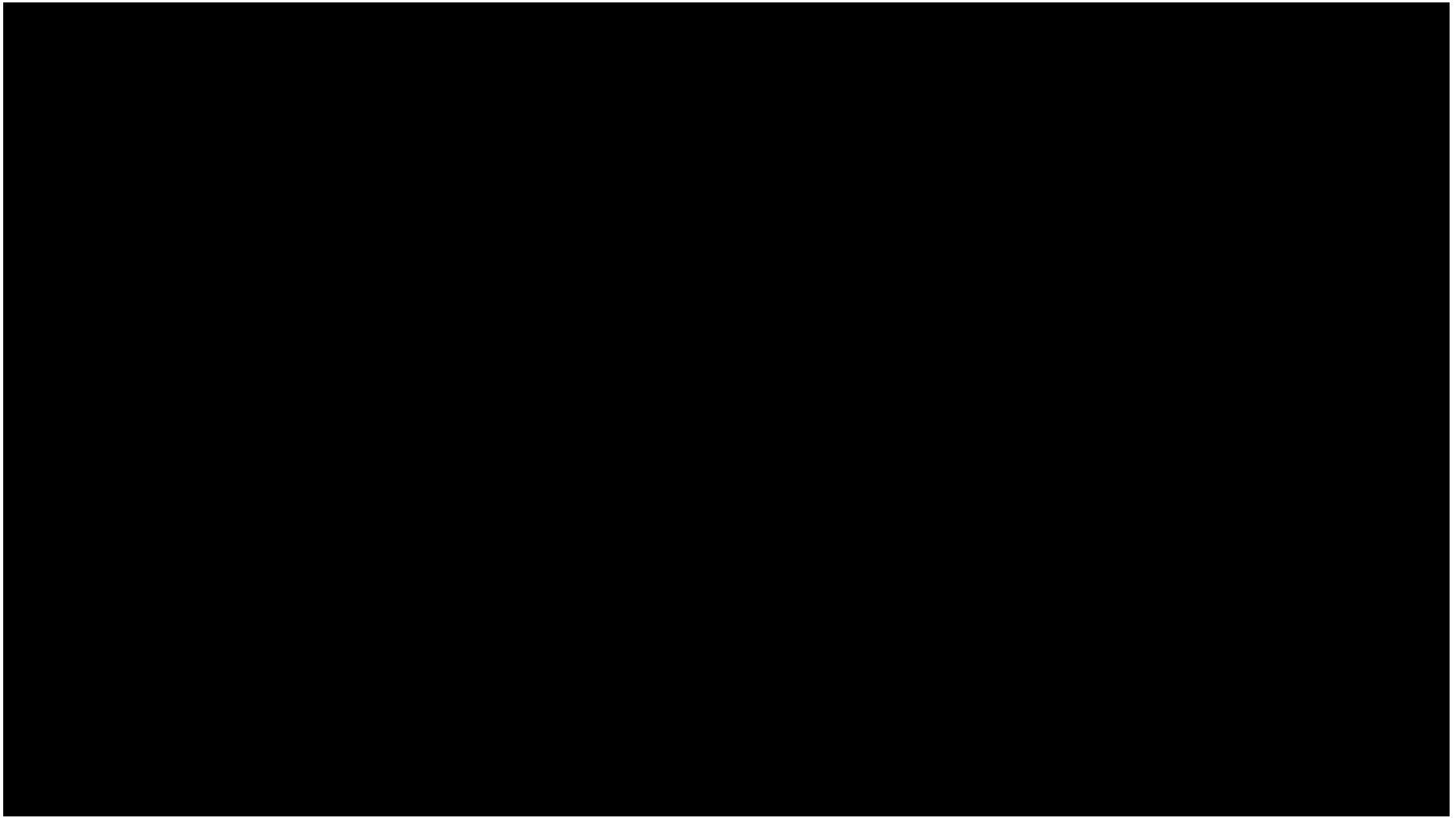
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GenAI to uncover hidden insights in your data

Main use cases

🤖 AI AGENT ANALYZER

Performance, tool usage, guardrails, resource consumption, governance...

🗣️ SPEECH ANALYZER

For CX : Voice of the customer, sentiment, opportunities, churn, competition, trends...

For ExOp : Quality, compliance, advisor practices, efficiency, areas for improvement...

Key figures

1500 tests/sem.

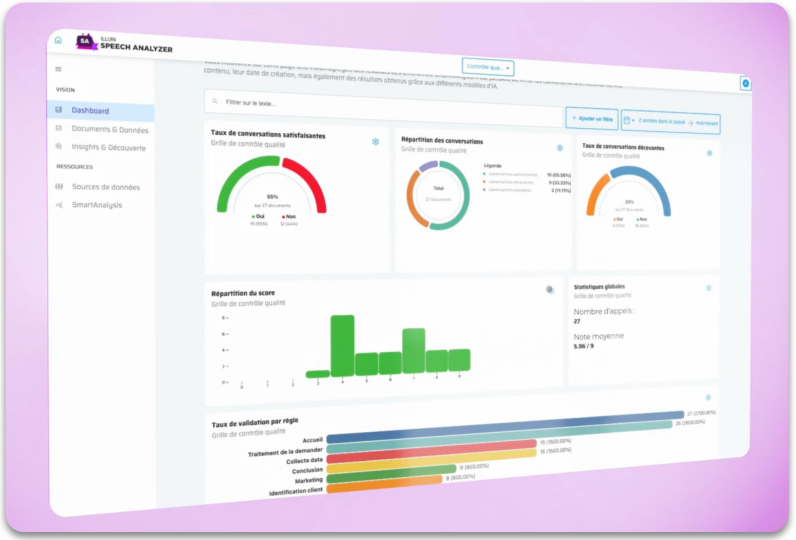
non-regression tests per week on AI agents

- 15%

churn thanks to dedicated analytics

- 12%

reduction in customer service contacts



chronopost · randstad · agirc-arrco · EDF · 21 CENTURY 21 · LA POSTE · bouygues · Leader européen télécoms · ENGIE · Carrefour

A customizable platform, adapted to each context

ILLUIN ANALYZE

Connect your data sources

- **All your data sources**
- **All data formats**
- Native integration with **Dialogue**

Choose your analysis

- **Business analytics catalog**
- Custom code support
- Native integration with **nAIxt**

Discover the insights

- Specialized **AI analyst agents**
- Customized **dashboards**
- Integrations with your tools

All Data Sources

ILLUIN DIALOGUE, odigo, Microsoft Dynamics 365, salesforce, diabolocom, Nubitalk, Skeepers, allomedia, RingCentral, Google Reviews

All Agentic Sources

ILLUIN DIALOGUE, nAIxt PLATFORM, LangChain, Google Agentspace, Agentforce, smolagents

ILLUIN Automate within the ILLUIN Suite

ILLUIN AUTOMATE

EXTERNAL

Entreprise Assets & open-Source

Business Apps

CRM, ERP, DMS...

Data

Process

Agents & Tools

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Conversational Assistants

ILLUIN AUTOMATE

Process Automatisation

ILLUIN ANALYZE

360° analysis generation

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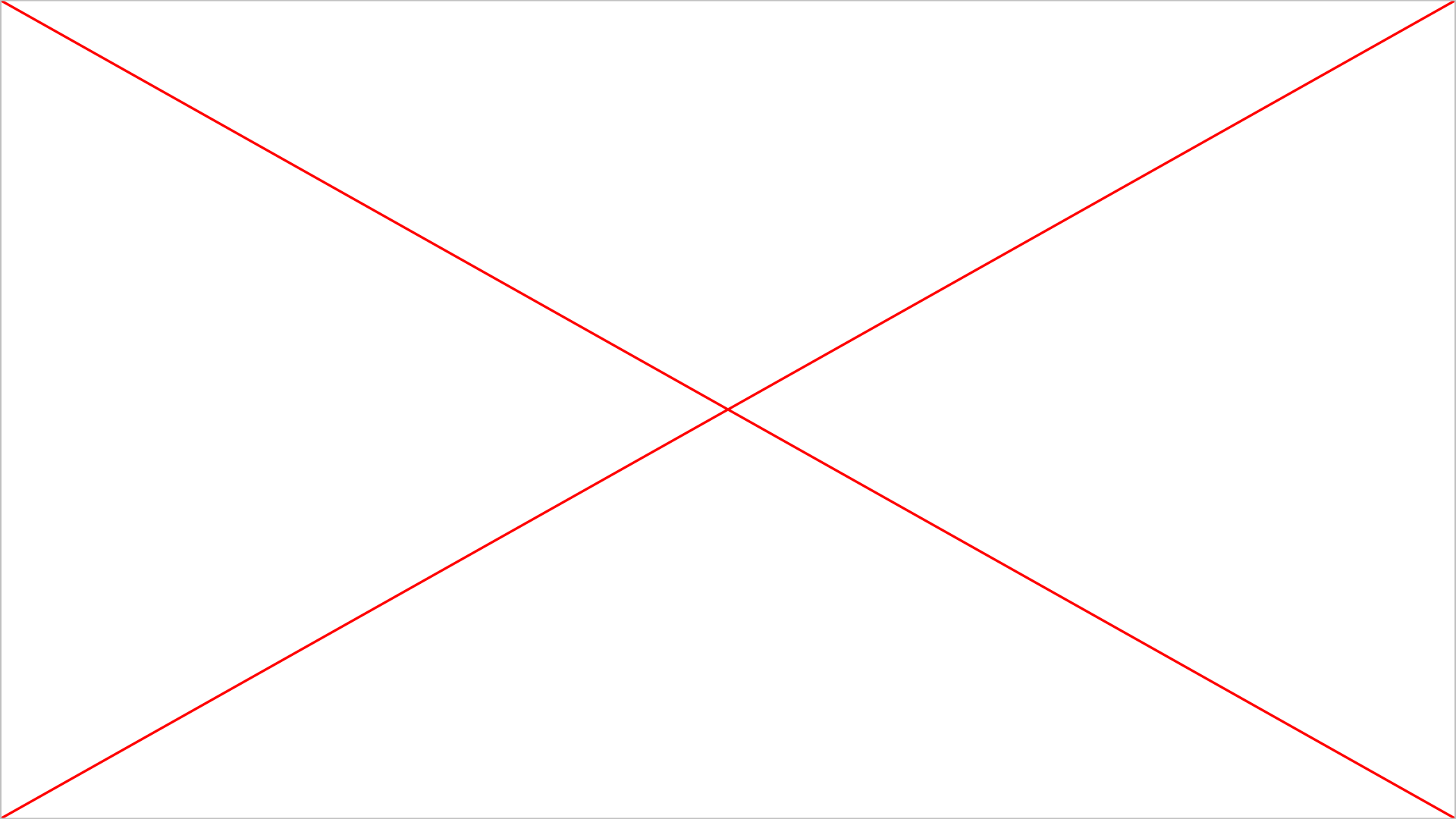
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Automatisation IA avancée des processus métiers

ILLUIN AUTOMATE

Main use cases

DOC AUTOMATION

Multi-source ingestion, advanced preprocessing, data extraction, validation, and IT system integration

MAIL AUTOMATION

Classification, intelligent routing, advanced attachment processing, response generation

AGENTIC PROCESS AUTOMATION

End-to-end reasoning and agentic automation of complex processes

Key figures

100M+

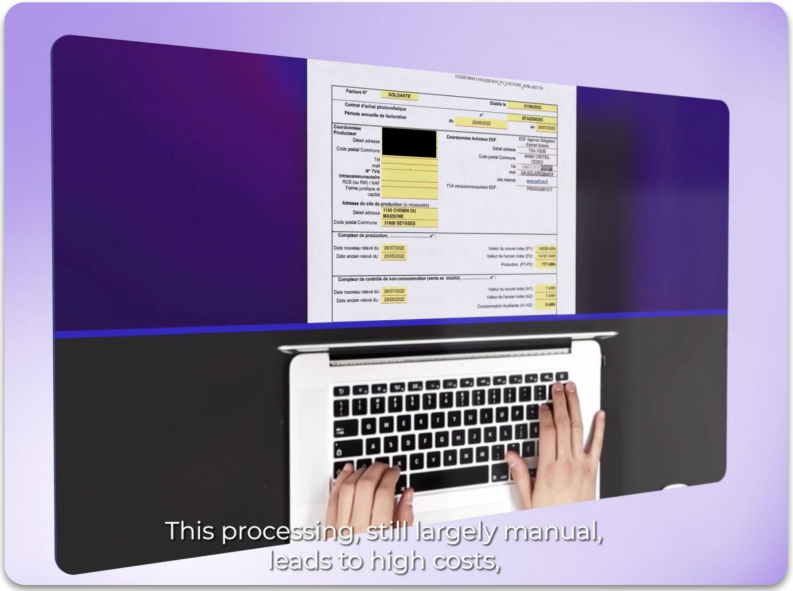
documents processed each year

98%

performance on complex documents

5x

Faster build of custom pipelines



Crédit Mutuel ARKEA · AXA · MACIF · Teleperformance · GEOPOST · EDF · eurostar · ALSTOM · aprovall · SAINT-GOBAIN · adeo · MoëtHennessy

From design to orchestration of automated processes

ILLUIN AUTOMATE

Design workflows

- Off-the-shelf **catalog**
- Custom **emails** & **doc**. pipelines
- Native **multimodality**
- **Hybridization** of ML and AI models
- Complex cases handled with **Agentic AI**

Execute automation

- Large-scale document flows
- **Real-time** or **batch** automation
- **Integrations with IT systems**, ERP, CRM, and DMS
- **Production-grade** operations

Govern processes

- **Traceability** and auditability
- 360° **usage monitoring**
- **Human-in-the-Loop** interfaces
- Native integration with **Analyze**

ILLUIN nAIxt within the ILLUIN Suite

nAixt PLATFORM

EXTERNAL

Entreprise Assets & open-Source

Business Apps

CRM, ERP, DMS...

Data

Process

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ILLUIN AUTOMATE

Process Automatisation

ILLUIN ANALYZE

360° analysis generation

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Suite Backbone & Customization

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Dialogue



Automat

Accelerate the design of any industrial AI application

nAixt PLATFORM

FOR WHO 🧑‍💻

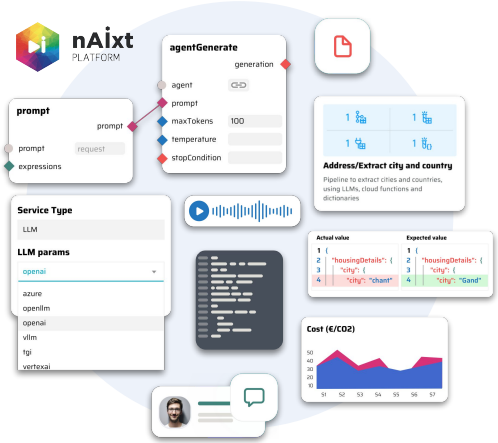
Tech users | Developers | Data scientists | Power users

⏱️ **WHY**

Save time by leveraging a standardized AI design and execution framework

ASSETS (INT. & EXTERNES)

- AI Models
- Prompts
- Databases
- Vector stores
- DMSs
- Cloud functions
- Agentic Tools
- Agents



🔥 **WHAT**

Studio low-code | Enterprise-ready **runtime**

CUSTOM USE CASES

- Agents / Agent systems
- RAG
- Document Processing
- Summary & Synthesis
- Voice Processing
- Unstructured Data Ingestion
- Data & Objects generation

+ Autres...

nAIxt, the ILLUIN Suite technological foundation

nAIxt PLATFORM

ILLUIN DIALOGUE
Conversational Assistants

ILLUIN AUTOMATE
Process automation

ILLUIN ANALYZE
360° analysis generation

nAIxt PLATFORM

Développement & orchestration IA low-code | Agent Factory

AI Playground | Off-the-shelf models | Déploiement | Supervision

Suite Backbone & Customization

Custom AI Agents & App

Agnosticity Layer

Gemini, OpenAI, cohere, vLLM, aws, Azure, Scaleway, OVH.com, S3NS, Bleu, CLOUD TEMPLE, NumSpot

- **Hosts** AI configurations for the products
- Enables **advanced** configuration
- Enables **customization** and adaptation
- Provides an abstraction layer for **agnosticism**

- Runs **all client platforms and applications in production** across the suite

GEOPOST, EDF, randstad, bouygues, AIR FRANCE KLM, ENEDIS, MACIF, BoursoBank, McDonald's, Deutsche Bank

nAIxt, low-code dev. studio for your own custom AI solutions

nAIxt PLATFORM

ILLUIN DIALOGUE — Conversational Assistants

ILLUIN AUTOMATE — Process automation

ILLUIN ANALYZE — 360° analysis generation

nAIxt PLATFORM — **Vos propres réalisations IA sur mesure**

nAIxt PLATFORM

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AI Playground | Modèles sur étagère | FinOps | Déploiement | Supervision

Suite Backbone & Customization

Custom AI Agents & App

Agnosticity Layer

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- Collaborative low-code editor
- Documentation, examples and templates
- Off-the-shelf AI operators libraries
- Wide range of supported models
- *Enterprise-first* data schemas
- Advanced evaluation and monitoring suite

No vendor lock-in / Portability : TypeScript code generation and full execution SDK access

```
export async function runPipeline(naixt: NaixtContext, input: IPCheckpoint<any>): Promise<IPChec
  const fn = naixt.functions;
  const op = naixt.operators;
  const blockType = fn.blockType({blockType: 'page'});
  const attribute_position = fn.blockAttribute({attribute: 'position'});
  const attribute_size = fn.blockAttribute({attribute: 'size'});
  const attribute_executionId = fn.blockAttribute({attribute: 'executionId'});
  const combineBBox = fn.combineBBox({position: attribute_position, size: attribute_size});
  const parent = fn.parent({attribute: attribute_executionId, parentType: ['document']});
```



03.

Customer success stories

Telco - Bouygues Telecom - Agentic Service: 2x Automation, +20pt CSAT



Alain ANGERAME

Director of Customer Experience, Bouygues Telecom

*"We chose ILLUIN for their mature platform and **expert team**. Beyond technology, this is a partnership of **trust and co-creation**. These agents are deployed across our entire ecosystem, combining **cutting-edge innovation** with best-in-class customer service."*

Press Release

DIALOGUE

Voice & Chat Assistants (industrialized)

- 25M calls/year (mid 2026)
- +180% in self-service adoption
- 25% decrease in AHT
- 32% increase in FCR
- 40% digital channel adoption (from 4%) with Chat Assistant
- x2 Automation Rate
- 20pts increase in CSAT

AUTOMATE

No Business Need Identified

ANALYZE

Securing Agentic Systems during Design Time

- Challenge: Securing complex AI agents across millions of unpredictable interactions.
- Solution: Automated, large-scale simulation of customer journeys.
- Impact: Guaranteed reliability and safety for industrial-scale deployment.

NAIXT

Indirect utilization as unified AI backbone of the Suite

Telco - Orange - A World-First in Speech-to-Speech Voice Services



Laurence THOUVENY

Directrice de l'Expérience Client Orange France

*"We chose ILLUIN Technology for **its unique ability to transform a technological vision into a tangible industrial reality**. What made the difference, beyond [...] the Dialogue platform, was their agility and total commitment."*

Press Release

DIALOGUE

Speech-to-Speech and Agentic Voice Assistant (industrialized)

- Challenge: Developing a SOTA automated voice service for Sosh in just a few months.
- Solution: S2S models and native agentic architecture

Impact: Industrial-scale automation of 3M calls in 2026 with near-zero latency and human-like interaction.

AUTOMATE

No Business Need Identified

ANALYZE

Monitoring Agentic Systems in Design & Production Time

- Design-time: Automated, large-scale conversation simulation
- Production-time: Performance, tool usage, guardrails, resource consumption, governance...

NAIXT

Trial in progress

+ Indirect utilization as unified AI backbone of the Suite

Logistics - Geopost - 30M/y Multilingual Interactions across 22 Countries

chronopost

GEOPOST



Benoît FRETTE

President at Chronopost, Geopost Group

*"We have launched our own Autonomous Agent, built on the foundations of our chatbot Léonard. [...] The **results from these first few months are indisputable** [...] We are the first parcel carrier in France to be equipped with such technology!"*

Press Release

DIALOGUE

Chat Assistant (industrialized)

- 22 EU countries
- 30M conversations / year
- 33% contact deflection

Voice Assistant for Chronopost (industrialized)

- Natural human-like interaction
- 85% resolution rate, <3min processing time, significantly reducing support friction.

AUTOMATE

Automated Customs Invoice Structuring (industrialized)

- Challenge: infinite template variability in scanned invoices
- Solution: hybridized SLM & Document AI extracting 15+ fields, with seamless legacy tool integration
- Impact: 90% global processing rate and 86% extraction accuracy

ANALYZE

360° VoC & Conversational Analytics (industrialized)

- Challenge: Manual 150k+ monthly surveys; "weak signals." fragmented across Social, Voice, and Web.
- Solution: leveraging GenAI for multi-source VoC, churn detection, and agent effort.

Impact: Data-driven marketing, compliance, and optimized CX

NAIXT

Custom AI: Parcel Life Summarizer (industrialized)

- Challenge: Transform technical tracking logs into clear narrative
- Solution: LLM summarizer hybridizing Geopost data.
- Impact: 14k+ summaries, 3s response time, ready for automated bots support.

+ Indirect utilization as unified AI backbone of the Suite

Insurance - Macif - Orchestrating 18M Calls, 10M Emails & 20M Doc / year



Eric TIGREAT

Steering and Supervision, Director of Distribution at MACIF

*"Implementing a **Natural Language IVR** was a major pillar of our vision. We sought **the best technology partners** to co-create this and prepare **the future of our brand**'s remote customer relations."*

Press Release

DIALOGUE

Voice Assistant (industrialized)

- 18M+ calls processed/year
- 70 numbers merged in one
- 95% comprehension rate
- 30s client time saved/call
- 50s agent time saved/call
- 200+ intents implemented

Customer-Facing Website Search Assistant (S2 2026)

Unified IT Support (2027)

AUTOMATE

Document Automation (industrialized)

- Challenge: massive inbound flows of 10M+ emails and 50M+ pages of attachments at scale.
- Impact: Industrialized, end-to-end processing of complex document flows within a secure and high-precision environment.

ANALYZE

Quality Monitoring (POC)

- Automated Call Compliance & Quality Assurance
- Ongoing Agent Coaching & Development

AI Agent Monitoring (S2 2026)

- AI Agents monitoring both in design and production time

NAIXT

Custom AI Agents Development (S2 2026)

Customer Service Front-office and Back-office Agents

Automation Agents on sinisters management workflows

+ Indirect utilization as unified AI backbone of the Suite