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Harbinger and Yellow.ai Partner to Elevate Employee and Customer Experiences with Dynamic AI Agents

The global partnership will fulfill automation and collaboration needs of the HRTech and EdTech industries.

Redmond, WA – June 30, 2022: Harbinger Systems, a global software technology services provider for independent software vendors and enterprises, today announced that it has partnered with Yellow.ai, a leading enterprise-grade conversational AI platform, to automate customer and employee experiences, enabling enterprises to unlock business potential at scale.

The strategic partnership will help enterprises build a complete conversational layer on top of their human resources information systems (HRIS) and human capital management (HCM) systems. In addition, it will help them effectively collaborate to improve employee and customer experiences and bring remarkable HRTech solutions together while leveraging their combined power.

For the HRTech domain, the partnership will facilitate rapid connection with over 70+ HCM platforms and help accelerate customer acquisition with embedded integrations. Furthermore, it will provide enterprises the much-needed access to fully automated and end-to-end HR solutions.

Seema Chaudhary, Chief Alliance Officer, Harbinger Systems, said, "At Harbinger, we work on various solutions and create opportunities to enhance employee and customer experiences, which are the need of the hour in this post-pandemic digital-first era. Having a conversational AI partner like Yellow.ai is an incredible opportunity for us to make great employee and customer experiences a reality."

The solutions will help resolve complex HR problems from "hire to retire" by enabling 200% HR availability using chatbots, voicebots, live assistance, and other applications. Importantly, the Harbinger and Yellow.ai partnership will make all these applications available under one roof.

"This partnership will allow us to leverage Yellow.ai's most efficient and advanced AI conversational platform powered by its dynamic chat and voice AI agents to boost the overall experiences and engagement. With an emerging market leader like Yellow.ai on board, we can strengthen Harbinger's offering by leveraging ready-to-use, out-of-box solutions to expedite our customers' product roadmap and go-to-market strategy," added Seema.

Raghu Ravinutala, CEO & Co-founder, Yellow.ai, said, "At Yellow.ai, our goal is to automate every interaction with enterprises' customers and employees to deliver actionable outcomes at scale. Our work with over 1,000 global enterprises powered by our proprietary Natural Language Processing (NLP) engine enables us to bring highly differentiated conversational AI solutions to the market. With Harbinger's three-decade-long leadership in HRTech solutions, our partnership is going to play a pivotal role in realizing our joint efforts towards helping customers adopt total experience solutions such as customer experience and engagement, employee experience, and HR automation."

About Yellow.ai

Yellow.ai is a leading enterprise-grade Conversational AI Platform, enabling enterprises to unlock business potential at scale. The platform is trusted across 85+ countries by 1,000+ enterprises, Domino's, Sephora, Hyundai, Biogen International, Edelweiss Broking, Siemens Limited, Waste Connections, American Bureau of Shipping, and MG Motors. Powered by Dynamic AI agents for enterprises, the company aims to deliver human-like interactions that boost customer satisfaction and increase employee engagement at scale, through its no-code platform. Recognized by Frost & Sullivan, Gartner, Forrester, IDC, and G2 crowd as a leader, the company has raised more than $102M from blue-chip investors and has offices across six countries.

Visit www.yellow.ai for more information. Contact us at contact@yellow.ai.

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About Harbinger Systems

Harbinger Systems is a global company providing software technology services for independent software vendors and enterprises, with a specialization in product engineering. We build software solutions leveraging digital technologies for various domains such as HRTech, EdTech, Learning Tech, HealthTech, FinTech, and WorkTech.

Since 1990, Harbinger Systems has developed a strong customer base worldwide. Our clients are software product companies, including high-tech startups in Silicon Valley, leading product companies in the US, and large in-house IT organizations.

Our patented technology and sound thought leadership have resulted in the creation of revolutionary products, including the market-leading Raptivity® – an interactivity builder that helps the user build e-learning interactions, Exaltive – a personalized interactive video platform, Skimthru – an AI-powered video navigator using word clouds, SprinkleZone – a nudge-learning platform, and Quillionz – an AI-powered automatic question generator.

Visit www.harbinger-systems.com for more information. Contact us at hsinfo@harbingergroup.com.

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