

PROXEM STUDIO

THE BEST NLP APPLICATION FOR SEMANTIC ANALYSIS OF TEXTUAL DATA POWERED BY AI

Proxem Joins NETVIBES - Dassault Systèmes

AI-POWERED TEXT ANALYTICS SOFTWARE. FOR EVERYONE.

Proxem Studio is a multisource and multilingual SaaS software suite dedicated to the collection, analysis and visualization of textual data in all languages to detect knowledge, emerging trends and weak signals.

Our vocation: artificial intelligence at the service of professionals to transform their textual data into actionable information and automated services. Voice of the customer analysis, virtual assistants, knowledge management.

PROXEM INSIGHT

TEXTUAL DATA ANALYSIS FOR CUSTOMER AND EMPLOYEE EXPERIENCE

Identify and analyze brand attributes and drivers of satisfaction



Our semantic and sentiment analysis software, **Proxem Studio**, allows real-time analysis of all your customers' conversations and feedback in order to identify the key moments of the customer journey with their related topics, tones and reasons for satisfaction and dissatisfaction.

It allows you to obtain a quantitative overview and to identify weak signals by aggregating all the textual data onto a common multi-channel and multi-lingual repository, structured according to the steps in the customer journey.

The software analyzes text from any type of source: chatbots, emails, web reviews, satisfaction surveys, social networks, brand forums, documents and more.

Get the best decision-making tool to improve your performance indicators



Proxem Studio is a decision-making tool that allows you to focus on your KPIs and high value-added tasks. It helps you to improve customer satisfaction indicators (Net Promoter Score, customer retention, Average Resolution Time...) and to measure the performance of your actions (loyalty, conversion, brand attributes, brand image, operating costs, churn rate...).

The various **Proxem Studio** modules allow you to be responsive and efficiently share information with all employees.

Multi-languages, multi-sources and multi-topics

Proxem Studio allows you to analyze customer feedback in all languages with a customizable Semantic Analysis to detect all topics covered.

Aggregate all customer feedback in a single platform to have a 360-degree omni-channel view of the voice of the customer through connectors and available APIs.

PROXEM KNOWLEDGE

INFORMATION EXTRACTION AND KNOWLEDGE MANAGEMENT

Optimize your company's information search



Easily find the right information at the right time thanks to a semantic search engine perfectly adapted to your data, whatever the language and the formats of your documents.

Combine **Proxem Knowledge** with our chatbot solutions to implement intelligent conversational agents that allow you to query your data in natural language.

Produce knowledge through Semantic Analysis of your documentary databases



Enrich your ontologies and business repositories from your text data thanks to the embedded AI in **Proxem Studio**.

From market mapping to contract analysis, patent analysis or scientific research, **Proxem Studio** allows you to produce new knowledge that can be activated whatever your corpus (entity and relationship extraction, classification, clustering, correlation analysis, weak signal detection, and more).

Streamline your business processes with information extraction



Proxem Knowledge lets you extract from text the key information you need to gain fluidity in your business processes, regardless of your field: clause detection in contracts, extraction of people, places, organizations, anonymization, extraction of document information, etc.

AI lets you streamline your business processes and improve efficiency.

Dassault Systèmes Acquires Proxem to Deliver New Collaborative Data Science Experiences on the 3DEXPERIENCE® platform

Dassault Systèmes has acquired the private company Proxem, a French specialist in semantic processing software and services based on artificial intelligence, and a provider of customer experience analysis solutions.

The combination of AI with modelling and simulation applications will enable **3DEXPERIENCE** platform users in any industry to elevate and represent their data. They can automate the interpretation of knowledge found in requirements, regulations, customer and quality feedback, contracts, as well as in scientific publications, research reports or clinical trial results, and transform it into a complete virtual twin experience. This triggers unprecedented collaboration opportunities fostering innovation, while facilitating planning and execution across the extended enterprise. It will also lead to the development of new offerings from Dassault Systèmes such as requirements intelligence, drug development and contract intelligence.

Dassault Systèmes has integrated Proxem's main software, **Proxem Studio**, into the **3DEXPERIENCE** platform to complement the **NETVIBES** information intelligence application. This accelerates the portfolio of available AI models, while transforming all public and accessible content into a reusable industry knowledge graph. **Proxem Studio** delivers a combination of rule-based natural language understanding, natural language processing, and machine learning technologies used by companies like Air Liquide to better understand supply networks, customer expectations, market trends and other aspects of their business.

"80% of the overall information is unstructured, non-actionable, and locked in text. With Dassault Systèmes, we will build the multifaceted industry knowledge graph."

— François-Régis Chaumartin
Founder of Proxem

Our 3DEXPERIENCE® platform powers our brand applications, serving 11 industries, and provides a rich portfolio of industry solution experiences.

Dassault Systèmes, the **3DEXPERIENCE** Company, is a catalyst for human progress. We provide business and people with collaborative virtual environments to imagine sustainable innovations. By creating 'virtual experience twins' of the real world with our **3DEXPERIENCE** platform and applications, our customers push the boundaries of innovation, learning and production.

Dassault Systèmes' 20,000 employees are bringing value to more than 290,000 customers of all sizes, in all industries, in more than 140 countries. For more information, visit www.3ds.com.



3DEXPERIENCE®