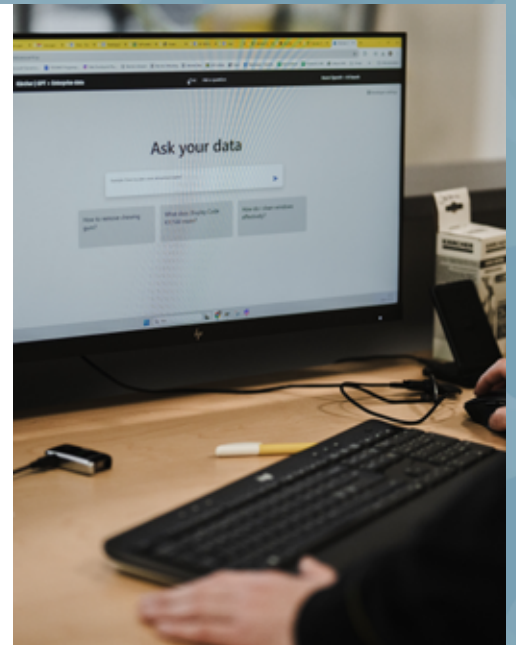


AI Chatbot transforms Kärcher's Global Technical Support

Kärcher, a global cleaning technology leader operating in over 70 countries, faced a significant challenge managing technical documentation for their massive portfolio of 30,000+ products. Finding accurate product information was a time consuming process for technicians.

Together with Kärcher, Aixia developed an innovative, AI-powered chatbot that revolutionized technicians' access to technical information.



“ Having the same people involved from concept to implementation has built strong trust, and an agile approach with short sprints has resulted in a solution tailored to our needs.

– Johan Widepalm, Nordic IT Manager at Kärcher.

| The Challenge

- 30,000+ products across 70+ countries
- Complex technical documentation
- Time-consuming manual searches + multiple languages
- Need for precise model-specific information

| The Solution

Aixia developed an intelligent AI chatbot that instantly answers technical queries from service manuals.

- Operates in multiple languages
- Advanced RAG technology with OpenAI and Microsoft Azure
- Features precise model-specific filtering
- Continuous learning through user feedback

| Business impact

- Faster access to technical information
- Reduced service resolution time
- Enhanced technician productivity



Contact us

Contact us to learn how we can streamline your service efficiency and boost customer satisfaction.

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