

AI PARIS 2018: SYSTRAN & PERTIMM win the technology award with their multilingual, healthcare virtual agent



Paris, June 15, 2018 – SYSTRAN, a leader in multilingual AI, has won the Technology Award at AI Paris 2018, along with their partner PERTIMM, an expert in Business Semantics research.

The winning solution is a multilingual e-Health ‘chatbot’ based on the Viky.ai platform developed by Pertimm, which enables patients to interact with healthcare professionals and receive optimal care, regardless of their linguistic level and language all the while protecting their privacy and the privacy of their personal medical records.

Public services are increasingly seeking to provide easy access to information and support services. In this regard, conversational agents play a vital role. They provide guidance to users, particularly in the healthcare field, where they make it easier for patients to get the care they need.

SYSTRAN & Pertimm’s “e-health agent of the future,” rewarded at AI Paris 2018, reinvents the relationship between patients and healthcare professionals, while respecting privacy and medical confidentiality. This crucial dimension is highly valued by European customers at the time of the GDPR implementation (General Data Protection Regulation).

The benefit of such an application is also economic as it contributes to the overall reduction of medical expenses by improving patients’ treatments.

Patient care becomes “language agnostic”

Patients can describe their symptoms more accurately, as they are able to communicate in their native language. The practitioner can then establish a diagnosis faster and discuss with the patient, in their language, the appropriate treatment and advice.

Gaëlle BOU, Sales & Marketing Director at SYSTRAN adds: *“What’s exciting about this innovative project is its humanity: the best of technology in semantic research, AI and neural translation, at the service of patients and the best quality of medical care accessible to all. This project was born from a great synergy with PERTIMM teams and we are proud that Vicky.ai caught the attention of the jury as well the public of AI Paris 2018!”*

The combined expertise of SYSTRAN and PERTIMM

Over the last few years, Pertimm, an expert in the field of semantic research, has witnessed changes in users' habits and a desire to interact more with the products or services they are looking for. This led to the creation of Pertimm's NLP platform, Viky.ai.

Following a number of business opportunities in the medical field, Pertimm contacted David SETBOUN (who has been working in the Pharmaceutical sector for the last 20 years, in particular at BIOGEN France) and SYSTRAN, a technological leader in Neural Machine Translation.

Natural language understanding requires thorough expertise of the medical field, with the goal of creating a seamless and easily accessible pathway for all users.

In addition, Pertimm places a high priority on protecting personal privacy, and aims to offer a sustainable alternative to the GAFAs that heavily invest in the e-health sector to obtain personal data on a large-scale for commercial purposes.

Charles-Henri PUAUX, PERTIMM COO concludes: *"In retail, the priority is to quickly give customers access to the appropriate offer in order to facilitate their purchase decision. In the health sector, the stakes are vital! Tomorrow's pre-diagnosis will be given to the patient in less than 15 seconds. This is the reason why perfect understanding of natural language is a crucial factor in creating the patient journey of the near future."*

About SYSTRAN

SYSTRAN, celebrating its 50th anniversary this year, is a pioneer in machine translation technologies. The company helps worldwide organizations in their digital transformation process with advanced and secure translation solutions. In 2016, SYSTRAN further innovated and launched its new generation of engines that combine neural networks and artificial intelligence to offer companies a translation quality very close to human translation and increase their productivity gains in various areas such as: collaboration, content production, customer support, electronic investigation, analysis of Big Data, e-commerce, etc.

SYSTRAN provides a tailor-made solution that meets the language specificities of each domain and corporate communication guidelines. Thanks to an open and scalable architecture, SYSTRAN's solutions integrate seamlessly into existing IT applications and infrastructure, providing professionals with higher efficiency.

For more information, visit www.systrangroup.com and test neuronal translation quality here: <https://demo-pnmt.systran.net/>

About PERTIMM: The Immediate Relevance©

Pertimm is an innovative French company with more than 20 years of experience in artificial intelligence, providing semantic research solutions for businesses through the development of search engines and virtual assistants. In 2017, Pertimm was supported and praised by the European Horizon 2020 program for its intelligent assistant creation platform, Viky.ai, which contains its own natural language processing (NLP) technology. To understand the technology and for more information, visit www.pertimm.com!

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