

## NetWorld2020 SME Working Group

### SME Success Story – April 2019



Incelligent ([www.incelligent.net](http://www.incelligent.net)) delivers products powered by Artificial Intelligence (AI). The first area of activity focuses on the AI-powered products for the proactive management of network resources and of the customer experience (CX) in a telecommunication context. The second area of activity focuses on AI-powered products for the banking, customs and public sectors.

Essential for proactive network and CX management, as well as for certain verticals (as those of relevance to Incelligent, e.g., banking, retail, etc.), is the ability to conduct traffic and mobility predictions. A primary target of such means is the evaluation of the concentration of users/traffic in time and space; based on such insights, the network can be prepared for optimally handling with respect to multiple objectives. As a matter of fact, in this direction, Incelligent has developed, and patented relevant, technologies, which essentially predict situations that will be encountered by the network, and find/learn solutions for handling them. Nevertheless, Incelligent constantly upgrades its technology and the use cases addressed.

Through its participation to the phase-2 5G PPP projects, *Matilda* (<http://www.matilda-5g.eu/>) and *5G-Phos* (<http://www.5g-phos.eu/>), Incelligent was enabled to mature its technology. In particular, there was the following impact: (a) enhancements of the set of use cases addressed and of the supporting functionality in the portfolio, leveraging on the capabilities brought by 5G; (b) positioning of the advanced functionality in forward-looking (pre-)standardization groups, especially, in ETSI, etc.; (c) conducting validation activities and showcases, involving verticals entities (e.g., stadiums, malls, etc.) and in coordination with large vendors and operators.

In parallel, Incelligent is proud to have delivered contributions, which help the overall shaping of the 5G world and lead to a prominent European role in the field.

For more details see: [www.incelligent.net](http://www.incelligent.net)

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