

## CONCIERGE U INC. decided to partner with Indo-Sakura for its chatbot “KUZEN” to change the conventional business dialogue in Japan

**KUZEN is a platform that helps Japanese companies to build high-performance AI chatbots that require no-code**

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Indo-Sakura Software Japan K.K.  
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**Tokyo, April 15, 2022:** CONCIERGE U INC., with an award-winning high-functional AI and DX automation platform, and Indosakura Software Japan K.K., a leading ICT provider in Japan for more than 16 years, today announced that they will be working together through a strategic partnership to help companies unlock the power of deep and actionable customer insights. With the set of goals in common, CONCIERGE U INC. and Indo-Sakura Japan will strive to contribute the opportunities for businesses in Japan to reach out to their customers who are in their time of need to provide useful and relevant solutions. Through this collaboration, they want to create an exciting society where more users want to experience DX easily, creating the next future of Japanese enterprises with automated communication.

**Commenting on the partnership, Shogo Ota, CEO and Representative Director, CONCIERGE U INC., said,** “CONCIERGE U INC. is developing its businesses around KUZEN, a no-code AI chatbot, with the mission of changing the world by automating dialogue. From this partnership collaboration, we would like to introduce KUZEN, an AI chatbot, to our customers through Indo Sakura Software Japan KK, which has already been providing DX solutions to customers throughout Japan and helping more companies solve their DX issues successfully over the years.

The logo for KUZEN features the word "kuzen" in a lowercase, sans-serif font. The letter "k" is a teal color, while the letters "u", "z", "e", and "n" are a dark blue color.

### **Key features enabled by KUZEN**

#### **1) No programming required, no code, intuitive UI**

No programming expertise is required. By connecting boxes called steps, you can freely create chatbots with no code and intuitive operations.

#### **(2) 24/7/365 operation, detailed scenario design**

AI chatbots take the place of humans and operate 24 hours a day, 365 days a year. Kuzen's detailed "scenario design" supports a variety of response methods.

### **(3) Multilingual support**

Scenarios created in Japanese can be translated into more than 100 languages. With the addition of the translation feature, chatbot messages and buttons can be multilingual to suit the user.

### **(4) Can be linked to custom databases**

By linking to custom databases and external systems, we can take advantage of big data to provide users with information that fits their needs faster and more appropriately.

### **(5) Generous support system**

We provide close support to our customers, from proposing the best solution for chatbots to providing post-implementation support.

### **About CONCIERGE U INC.**

CONCIERGE U INC. is creating an unprecedented way of doing business by providing customers with a mechanism that will become the next generation standard which can expand the possibilities of dialogue with the technology. The company was founded in 2015 by CEO Shogo Ota and has implemented a no-code AI chatbot "KUZEN" that accelerates DX. It has been highly evaluated for its ability to be introduced to Microsoft Teams, Slack, and other interactive platforms, and to be connected to systems and databases in use, allowing users to complete their work on the chat. CONCIERGE U INC. had risen JPY450 million in Series A funding from UTEC and UB Ventures in 2021. Their product, "KUZEN" has been employed by more than 300 enterprise customers domestically and is going to expand the portfolio internationally.

For more information, please visit <https://corp.conciergeu.com/>

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### **About Indo-Sakura Software Japan K.K. ([www.indosakura.com](http://www.indosakura.com))**

Indo-Sakura is an IT firm based out of Tokyo, Providing ICT Services and Solutions to its clients across Japan. Since its inception in 2005, Indo-Sakura has won various accolades and recognitions for its adherence to quality standards and Japanese business practices. In recent years, Indo-Sakura has created many success stories by providing DX solutions through AI/IoT and other emerging technologies.

### **Contact for press related information**

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