

How to start up: FREQUENTIS and ONDEWO developed artificial intelligence prototype for emergency calls and voice automation

- **Development of artificial intelligence (AI) prototype for emergency calls to help save lives**
- **Contract for funded TAKE OFF Air Traffic Management (ATM) research project in the field of voice automation**
- **ONDEWO is the first partner in the modernised Frequentis StartUp Center**

The right cooperation partner at the right time is often key to success: Frequentis started a cooperation with ONDEWO, an Austrian high-tech start-up developing advanced artificial intelligence algorithms for enabling machines to engage with humans in natural voice conversation, through Austria Wirtschaftsservice (aws) Industry-Startup.Net¹. The companies are successfully combining niche expertise with AI knowledge in safety-critical environments.

Joined forces: Development of innovative AI prototype for emergency call centres

In only a few weeks after they have met, Frequentis and ONDEWO developed an AI voice recognition and natural language understanding prototype to be used in emergency call centres² to help save lives: artificial intelligence understands the message of the caller in milliseconds and recognises the conditions of the emergency such as time, place, people involved, or type of accident – thanks to the Call Center AI Platform³ developed by ONDEWO. These data are then passed on to Frequentis software. More information can be found in this [video](#) (in German).

Collaboration continues with funded research project in the field of ATM

ONDEWO and Frequentis signed the contract for the TAKE OFF research project “Next Generation Safety” (NGS)⁴, funded by the Austrian Aeronautics Research and Technology Programme TAKE OFF by FFG, worth EUR 1.1 million. The joint research project focuses on automation of communication, based on artificial intelligence, between air traffic controllers and pilots. A clear monitoring of the situation and corrective will enable air traffic controllers to concentrate on safety-critical, complex situations with a lower stress level and more time.

¹ <https://www.aws.at/aws-industry-startupnet/>

² <https://www.frequentis.com/en/public-safety>

³ <https://ondewo.com/en/products/call-centre-ai/>

⁴ <https://projekte.ffg.at/projekt/3859473>

ONDEWO is the first partner in the modernised FREQUENTIS StartUp Center

With first initiatives dating back to the 1990s, the Frequentis StartUp Center was officially set up in its current form in Phorusgasse 8 in Vienna's 4th district in 2001 with the aim to provide young entrepreneurs with the infrastructure they need and to support the transition from university to successful entrepreneurship. As a place where new spirit meets experience, the StartUp Center is an essential innovation driver for Frequentis and has already hosted more than 80 companies in the fields of IT, hard and software development, and technical consulting. It is one of the oldest StartUp Centres in Austria. The building was modernised – Frequentis welcomed ONDEWO as the first partner in the new StartUp Center in December 2020.

About ONDEWO

Founded in 2017, ONDEWO GmbH, headquartered in Vienna, is an award-winning Austrian high-tech company developing the artificial intelligence (AI) operating system for human to machine voice communication. As a core AI technology provider ONDEWO offers a Call Center AI Platform for end-to-end, on-premise Enterprise-grade voice automation and control including Speech2Text, Natural Language Processing & Understanding and Text2Speech platforms for various European languages. ONDEWO AI technologies power virtual assistants, chatbots and voice assistants, and automate inbound and outbound phone calls for customer support, robot process automation and process digitization.

In July 2018, the company closed its first investment round with CatVentures GmbH, the venture capital firm of the founders of the international software company Catalysts. Partnerships were also formed with Atos, the Austrian research center Know-Center, the Vienna University of Economics and Business, and the University of Göttingen to accelerate research in the area of digitization and artificial intelligence.

ONDEWO is supported by grants from Austria Wirtschaftsservice, Austrian Research Agency (FFG), Vienna Business Agency and via multiple startup programs from Amazon, Microsoft, Google, INITS, WKO Rocket Science, NVIDIA, Techfounders and weXelerate.

For more information, please visit www.ondewo.com

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About FREQUENTIS

Frequentis, headquartered in Vienna, is a global supplier of communication and information systems for control centres with safety-critical tasks. Such 'control centre solutions' are developed and marketed by Frequentis in the business sectors Air Traffic Management (civil and military air traffic control, air defence) and Public Safety & Transport (police, fire brigade, ambulance services, shipping, railways). As a global player, Frequentis operates a worldwide network of branches, subsidiaries, and local representatives in more than 50 countries. Products and solutions from Frequentis can be found in over 35,000 operator working positions and in approximately 150 countries.

Founded in 1947, Frequentis considers itself to be the global market leader in voice communication systems for air traffic control with a market share of around 30%. In addition, the Frequentis Group's AIM (aeronautical information management) and AMHS (aeronautical message handling) systems, as well as GSM-R dispatcher working positions for Public Transport are industry leading solutions.

The shares of Frequentis AG are traded on the Vienna and Frankfurt Stock Exchange under the ticker symbol FQT (ISIN: ATFREQUENT09). In 2020, the Frequentis Group generated revenues of EUR 299.4 million and EBIT of EUR 26.8 million. Following the transaction with L3Harris, the number of employees is around 2,100.

For more information, please visit www.frequentis.com.

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