








Smarter customer interactions

Enhance your customer service with AI-driven speech recognition, transcription, and real-time translation on Dell APEX Cloud Platform for Red Hat OpenShift.



Expected outcomes

With this AI-driven speech solution, businesses can expect to see significant improvements in key areas:

-  **Faster Time to Value:** Quick deployment and fast implementation for immediate results.
-  **Simplicity:** Easy to use and integrate, reducing complexity for faster adoption.
-  **Seamless Scalability:** Easily scale to handle high-volume interactions in multiple languages.
-  **Enhanced Flexibility & Interoperability:** Integrates seamlessly with open ecosystem for broader compatibility.
-  **Improved Accuracy:** High-quality speech recognition adapts to diverse accents and speech patterns.
-  **Increased Efficiency:** Automates transcription and translation to reduce manual tasks.
-  **Data Security:** On-premises deployment ensures customer data remains secure.

Common business challenges

Meeting the demands of modern customer service

Businesses face rising expectations for fast, seamless interactions. Current solutions, like text-based search, often fall short in providing accurate, context-aware responses. For instance, in healthcare, patients expect real-time, efficient communication with providers, while in hospitality, meeting the needs of multilingual audiences is crucial. Additionally, data security remains a top concern -- companies need secure, scalable platforms that protect sensitive information while meeting customer demands.

Our joint solution

AI-powered speech recognition for smarter, seamless interactions

Leveraging Dell APEX Cloud Platform and NVIDIA Riva, businesses can deploy a robust speech recognition solution. This solution transcribes customer calls in real time, offers multilingual translation, and provides text-to-speech (TTS) for instant responses—all while ensuring secure, on-premises deployment.

Benefits

Faster, smarter, and more secure conversations

This AI-powered solution streamlines customer service by offering faster, more accurate transcriptions. Real-time speech-to-text ensures immediate action, while multilingual translation supports global customers. With text-to-speech (TTS) for quick, voice-based responses, your teams can deliver smarter, more efficient service. Plus, the solution is built for scalability and security, ensuring your data stays protected with on-premises deployment.

Move forward with confidence

Questions? Ready to get started? Contact us today chart a custom course that makes sense for your business.

[SCHEDULE CONSULT](#)

About our partnership

For more than 25 years, Red Hat and Dell Technologies have delivered cutting-edge solutions to drive your business forward. Now, we're helping you harness the power of AI. Whether you need faster deployment, scalable solutions, or security assurance, our joint offerings meet you where you are and chart your path to success. Add in expert guidance from ePlus, and you're ready to make AI work for you.

Fast-track AI initiatives. Transform operations. Implement with confidence.

Full ease ahead with Red Hat, Dell and ePlus.