



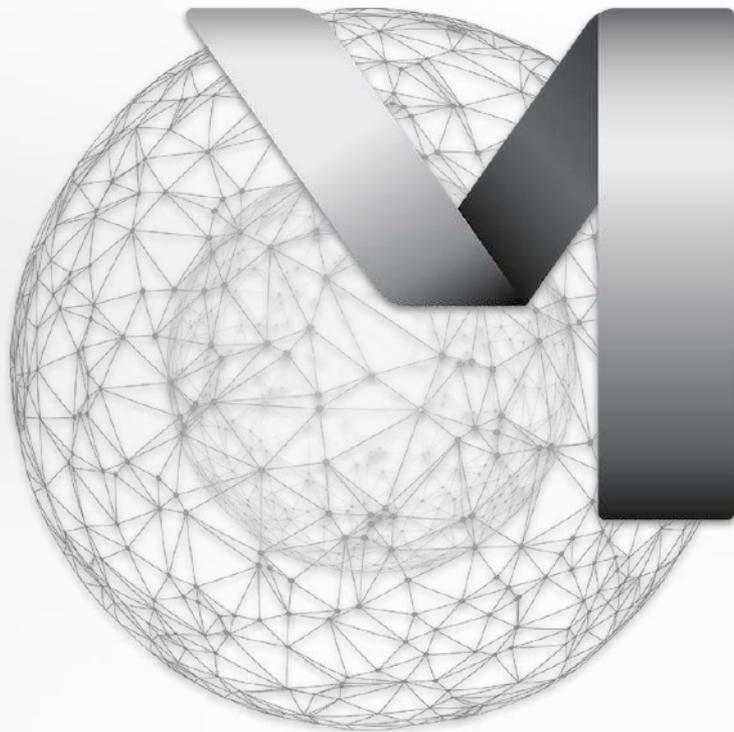
**HoloChat AI**

**Leading Public Services Enterprise Omnichannel AI Digital Human Assistant**

Group Members



# Who are we?



Over **10+ years of experience** in the innovative technology & digital entertainment industry



Solid **brand building** & R&D experience in Sales & Marketing Technology



Deep understanding of the **digital landscape** and **industry pain points**



Closely connected to **innovative solution** developers globally



**100+** team members located in Hong Kong, Shenzhen, Guangzhou, Shanghai  
50% Tech Team | 30% Project Team | 20% Content Team

# Introduction

## Our Awesome Group Clients Partners



# Global Recognitions

## 2024 & 2025

Recognized by the **Tatler Gen.T** List in 2024 and honored as a **2025 Forbes Innovative Entrepreneur in Deed Tech**



## 2021

Infinity3D™ 3D imaging technology received the **Gold Award and Grand Award at the Hong Kong ICT Awards** (Entertainment Technology) which is an accolade officially recognized by the Hong Kong government and regarded as the highest honor in the tech industry.



## 2019

Infinity3D™ 3D imaging technology won the **runner-up** award in the Hong Kong division of the IPIEC Global International SME Innovation and Entrepreneurship Competition. As the competition's **sole representative from China**, it was also named among the global top ten out of **3,800** patented projects.



# Introduction

## 30+ Patents & Certificates



Invention Patent



Application Patent



Design Patent



Software Patents



Software Patents



Software Patents



CE Certificate



IEC Certificate



CB Certificate

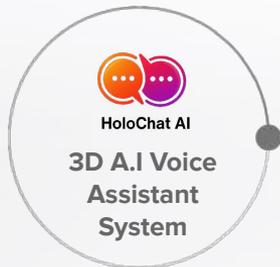


RoSH Certificate

## 100+ Media Coverage & Awards



# 3 Unique Product Offering



Advanced, interactive virtual assistant combining **3D visuals** and **AI-driven voice interaction** for immersive experiences.



Unleash the power of RAG AI Chatbot CS Agent for omni-channels, e.g. Website, Mobile, Social



On-premise AI Agent Platform consist of 100+ agentic AI template to transform workflow of internal operations.



HoloChat AI

● Forbes & Tatler - Enterprise AI Solution

# AI Digital Human Assistant

Secure. Smart. Human-Centered AI for  
Public and Enterprise Services.

Build Your AI Digital Human



VIRTUAL  
AGENT  
DIGITAL  
ASSISTANT  
CONVERSATIONAL  
AI CUSTOMER  
SERVICE  
AUTOMATION  
NATURAL  
LANGUAGE  
ARTIFICIAL HUMAN  
CHATBOT  
CHAT INTERFACE  
INTENT RECOGNITION  
KNOWLEDGE BASE  
MACHINE LEARNING  
TECH SUPPORT  
SELF-SERVICE  
ARTIFICIAL  
INTELLIGENCE

 Cantonese

 English

 Mandarin

56+ Languages

 Unmute

### Garner Inc



1

Cut repetitive support tickets up to **38%**

2

AI can automate over **70%** of routine inquiries

### McKinsey & Company



1

AI management tools report 10-15% better operational efficiency

2

Increased positive request feedback by **20%** with high usage.

Kiosks generate **actionable data**, helping make smarter decisions on staffing, marketing and future plans

# AI Digital Human Assistance Industries

Application: Shopping Malls, Hotels, Business Centre, Residential Centre, Banks, Railways, Public Services, Exhibition, Retail



# AI Digital Human Assistance Technological Advancement & Highlights

## Interactive Holographic Kiosk (Holographic display/ in-wall/ Standalone)



## Unreal Engine Driven: Customised Digital Human Experience & UIUX

Maintain data privacy and brand voice through fully on-premise, fine-tuned Text-to-Speech engines tailored to your specific use case.

## On-premise Proprietary STT/ TTS Model

Maintain full control over voice synthesis and data privacy. Runs securely on local infrastructure with custom voice tuning.

## On-premise Language & Embedding Models

Host advanced LLMs and embeddings securely on-premise. Supports models like OpenAI, Google, Deepseek, and Llama.



## Flexible Infrastructure Deployment for Highest Data Security

Deploy across cloud platforms or on-premise based on your needs. Supports AWS, Azure, Google Cloud, Huawei Cloud, and local servers.



## Technological Advancement & Highlights

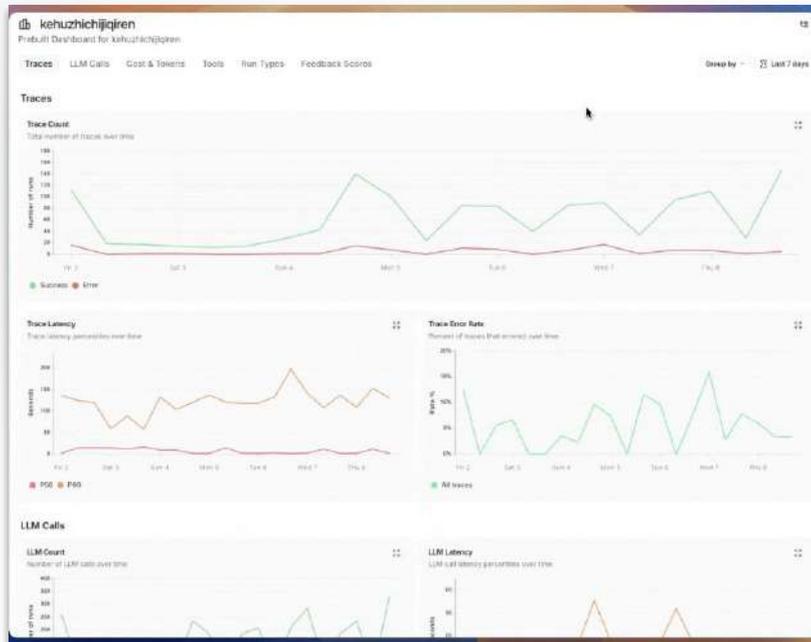


Build Your AI Digital Human

### Customisable voices for all occasions and scenarios

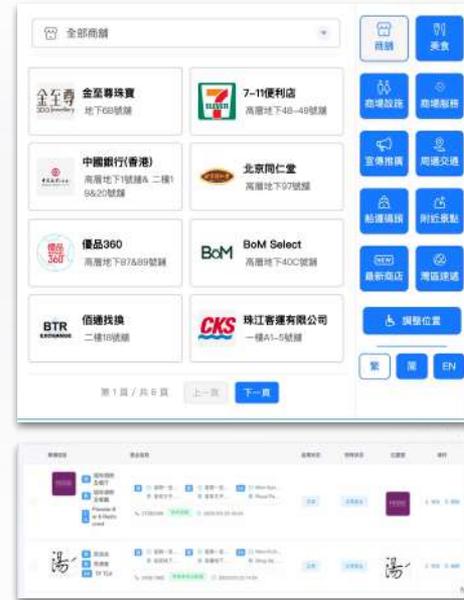
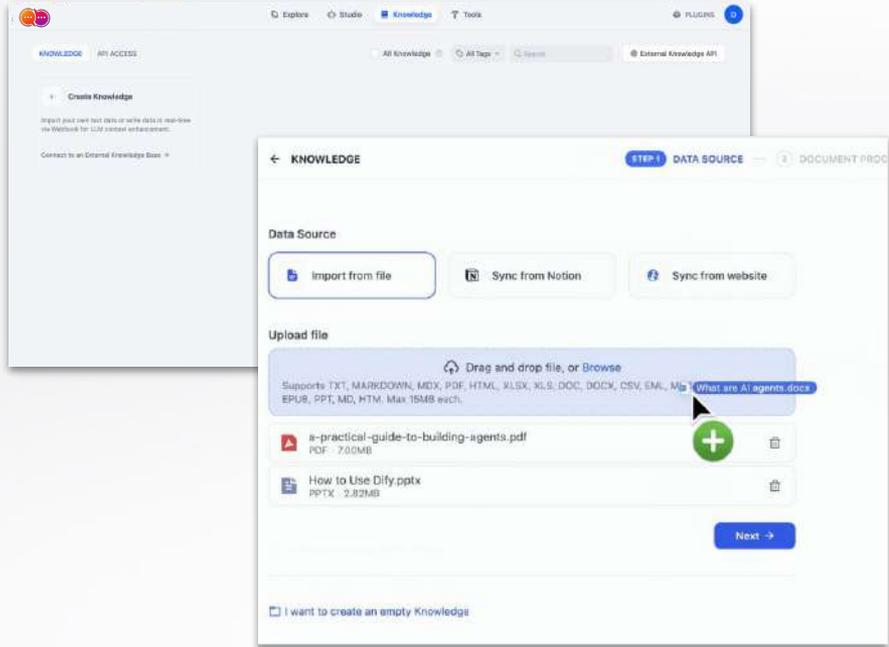
-  **Man (Mandarin)**  
Vibrant, upbeat voice in Chinese with a youthful Taiwanese accent
-  **Women (English)**  
An Asian female voice that is mature and neutral in accent
-  **Young Girl (Cantonese)**  
A formal Chinese female voice with a professional tone.
-  **Young Boy (Cantonese)**  
Formal Chinese male voice with a static and professional tone.
-  **Women (Cantonese)**  
A youthful and bright Chinese female voice with a soft, friendly tone.
-  **Man (Cantonese)**  
A youthful and bright Chinese female voice with a soft, friendly tone.
-  **Women/Special (Cantonese)**  
A youthful and bright Chinese female voice with a soft, friendly tone.

### Data Analytics & Insights



- **Comprehensive metrics** tracking including user engagement, response accuracy, & satisfaction scores
- Voice conversation **logging** with searchable transcription
- AI performance **analytics** with confidence scoring and accuracy metrics
- Trending Topics & Insights

## Backend - Knowledge Management & Tenant Info Update



DEMO

Real-time Backend Knowledge Management

Tenant Info, Marketing Promotion CMS Dashboard

# AI Digital Human Assistance

## Possible Applications (3 Phases)

### Phase 1: Essential for Daily Operations

#### Foundational Functions

*(Aligned with Residential Property Management)*

##### 24/7 Virtual Concierge

Handles FAQs: amenities, directions, policies, services, directories, wayfinding.

##### Visitor Registration

Automatic ID scan & one-time ticket issuance.

##### Complaint / Maintenance Requests

Residents report issues at kiosks with tracking.

### Phase 2: Optimizing Workflow & Resources

#### Operational Enhancements

*(Relevant for Commercial & Mixed-Use Assets)*

##### Integration with Car Park Systems

Show how many parking spots are left or charge fees.

##### Smart Booking

Reserve amenities, meeting rooms, or event spaces.

##### Remote Control Backend

Enables voice/video customer support integration.

### Phase 3: Driving Insights & Engagement

#### Strategic Value & Insights

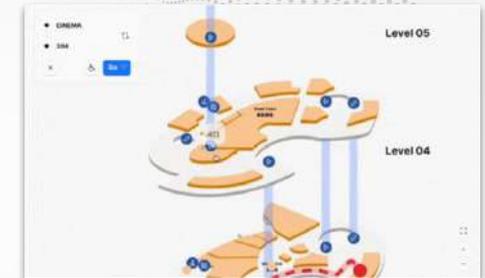
*(Supports Placemaking, Mixed-Use, & Asset Strategy)*

##### Data Analytics

Track behavior, usage patterns, and gather feedback.

##### Marketing & Promotions

Showcase highlights and exclusive offers to increase engagement.



# Case Study

## MTR 港鐵 3D A.I Virtual Assistant System



“Hello” from 3D Holographic Mascot



“Ask” for customer service



“Answer” for customer inquiries



# Case Study

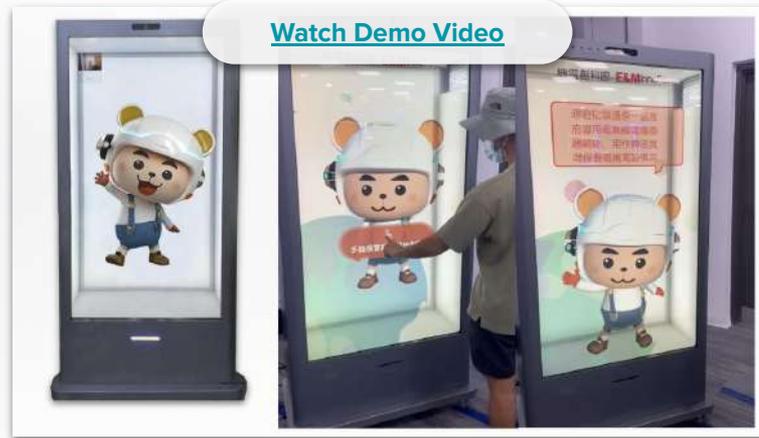
## MTR 港鐵 3D A.I Virtual Assistant System

### Good Exposure & Feedback of "T-Chai"



## Case Study (Public Sectors)

# 3D A.I Virtual Assistant System



- Provides Directions & Facility Navigation
- Promotes public campaigns and safety tips
- Delivers Public Announcements & Reminders
- Supports Service Requests & Feedback Collection

## Case Study (Banking Sectors)

# 3D A.I Virtual Assistant System



- Guides customers to ATMs, counters, or services
- Answers FAQs on accounts, loans, and cards
- Assists with service booking and queue management
- Educates on financial products and fraud prevention

**We see the future  
AND we're capable to bring it forward  
to you **and to your customers****