Public/Private Partnership Award

Award #1: Private sector/corporations

Award #2: Government authorities

Award Criteria: This award recognizes successful partnerships between government and private sector entities in ICT. Public-private partnerships (PPPs) are a mechanism for government to procure and implement public information infrastructure and/or services using the resources and expertise of the private sector. Where governments are facing ageing or lack of infrastructure and require more efficient services, a partnership with the private sector can help foster new solutions and bring finance. PPPs combine the skills and resources of both the public and private sectors through sharing of risks and responsibilities. This enables governments to benefit from the expertise of the private sector, and allows them to focus instead on policy, planning and regulation by delegating day-to-day operations.

PPPs can also help address longstanding barriers to the inclusion of persons with disabilities and the intersection with technological advancements, mitigate the negative effects from trade and technology change, as well as combatting cybercrime by leveraging multi-stakeholder partnerships to drive durable solutions and improve cooperation with industry and other stakeholders through information sharing initiatives, capacity-building programs, by employing responsible and equitable security vulnerability disclosure and remediation practices, and by jointly fostering technology innovations and investments that address global security challenges.

Other areas of private-public partnerships include new partnership opportunities with the ICT sector to deliver the technological transportation breakthroughs of tomorrow. PPPs can also help develop Local Innovation Ecosystems: The success of innovations often depends on the strength and development of the local innovation ecosystem, and public-private partnerships as government tools can effectively build ecosystems in a short period of time.

WITSA will grant one award to a government authority that has successfully procured and implemented public information infrastructure and/or services using the resources and expertise of the private sector. An award will also be

given to a corporation that has successfully utilized information technology or solutions and innovation to help government carry out large-scale projects.

YOUR NOMINEES (limit three nominations per award category). *Please specify whether the nominee(s) are for the private or public sector category.*

AI3 CO.

REASONS FOR NOMINATION (NOTE: It is important that you make a <u>detailed description</u> of the nominee and why you think the nomination is justified. The absence of a detailed summary of qualifications as they *relate* to the above-mentioned award description will make it difficult for the awards committee to make an appropriate assessment of the candidate):

In late 2019, the COVID-19 is continuing to spread around the world, and it also had a huge impact on Taiwan on February 2020. However, Taiwan was facing a severe epidemic in May 2021. Taiwan's government immediately rolled out relief and economic stimulus packages with the aims of distributing benefits equally, achieving immediate results. Aside from industrial aid, the packages provide assistance for affected individuals in the form of direct cash disbursements and other subsidies.

"QbiAI Smart Customer Service" solution, self-developed product by Ai3 Co. assisted Executive Yuan ROC quickly launched "1988 economic relief and stimulus hotline" in just a few days. Providing an omni-channel "1988 economic relief and stimulus online chatbot" and "Intelligent Customer Service System", and people can ask questions about the applications, conditions, targets, deadlines, grants, etc. In a convenient and online self-service process, it helped Taiwan's governments, but also helped people to solve their difficulties in various cities, such as New Taipei City, Chiayi City, Nantou County, Yunlin County, Kinmen County, Penghu County, etc. Through linked to the "1988 economic relief and stimulus online chatbot", the service is connected very efficiently and quickly. In addition, the relief plans of various units of the central government, such as the Ministry of Economic Affairs, the Ministry of Labor, the Ministry of Education, and other service lines, have also been deployed quickly in response to the needs of the ministry through the "QbiAI Smart Customer Service" solution. The Health Insurance Smart Customer Service chatbot, "Ken" of the Central Health Insurance Agency of the Ministry of Health and Welfare

also responded to the epidemic with members of the National Epidemic Prevention Team to assist the government in providing 24-hour information on the latest epidemic prevention information for the public and enterprises and consulting services on various relief packages. In 2020, AI3 Co. won the 27th "Innovative Research Award for Small and Medium-sized Enterprises of the Ministry of Economic Affairs" with "QbiAI Intelligent Customer Service". In the same year, he also won the "Digital Transformation Model Award" from the Taiwan Electronics and Electrical Association, becoming a model of corporate digital transformation. The following is a brief description of the "1988 economic relief and stimulus hotline" and "Healthcare Intelligent Customer Service chatbot "Ken".

The "1988 economic relief and stimulus hotline" is a hotline for economic relief and stimulus of the Executive Yuan of the Central Government of Taiwan. It becomes a communication channel between the public and the government during the epidemic. In response to the rapid changes in the epidemic, economic relief and stimulus package have also been adjusted with the dynamics of the epidemic, and people service inquire volume changed dynamically every day. The "1988 economic relief and stimulus online chatbot" provides a 24-hour service and relieves the service volume of a large number of inquiries from the "1988 economic relief and stimulus hotline". AI chatbot provides services for related advisory issues, and the customer service manpower can be concentrated to handle the more complex issues, and make up for the service gap during off-duty and holiday hours without customer service staff, and greatly improve the overall service efficiency and quality. "QbiAI Smart Customer Service" uses AI chatbot to provide first-line intelligent customer service and support human-machine collaboration services for real-person customer service. It also provides statistical analysis of service items based on incoming calls or chat services to provide industry, location, expected relief items, and expectations business service data analysis report for assistance amount, etc., to assist the government in real-time understanding of the industries and regions that need relief, and the projects and problems that need relief from the government, and provide an important reference basis for government decision-making.

Health Insurance Intelligent Customer Service chatbot "Ken" provides user data query, providing people with real-time inquiries about personal health insurance information, health insurance business and COVID-19 epidemic situation to

grasp mask purchase information. The public can use the National Health Insurance Agency's global information network, Facebook Page, and LINE official account to provide instant health insurance card loss, additional and refund operations, health insurance premium payment, medical fee refund, real-name mask purchase, and health insurance premium postponement measures, etc. services, it also provides voice questions and answers to serve the visually impaired.

AI3 Co. uses the "QbiAI Intelligent Customer Service Platform" to build a cloud omni-channel intelligent customer service integration solution using CRM, cloud, information communication, and AI technology. It provides services quickly in a SaaS model, quickly launch service. Depended on customer requirement, to provide public services more flexible and instantaneous scalability. It is the best model of intelligent epidemic prevention and relief for the Taiwan National Anti-epidemic Team using AI smart customer service solutions. It is the best nominated representative for the Outstanding Public Cooperation Service Award.

SUPPORTING INFORMATION: Please send any supporting information to the address above, including information from candidate (i.e. excerpt from program description, web site print-out, press release, etc.)

Please refer to the attached information

https://drive.google.com/file/d/1u0ZY0tgUVZo0ByoccLKyt8IbH1ENBcCR/view?usp=sharing

NOMINEE CONTACT INFORMATION (for award follow up and coordination)
Name/title: Dr. James Chang / Chairman
Email: james.chang@ai3.cloud
Phone/Mobile:+886920869477