



VIVA

POWERED BY
METCLOUD



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REVOLUTIONISING CYBERSECURITY AND IT SUPPORT WITH GENERATIVE AI

Chaithanya Sai - KTP Associate

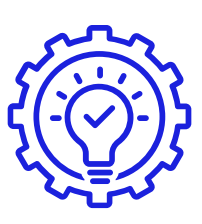
Dr Noun Elmitwally - Academic Supervisor | Dr Iain Rice - Academic Lead

Ian Vickers - CEO | Xavier Schmoor - Company Supervisor | Mark Matchett - KTP Advisor



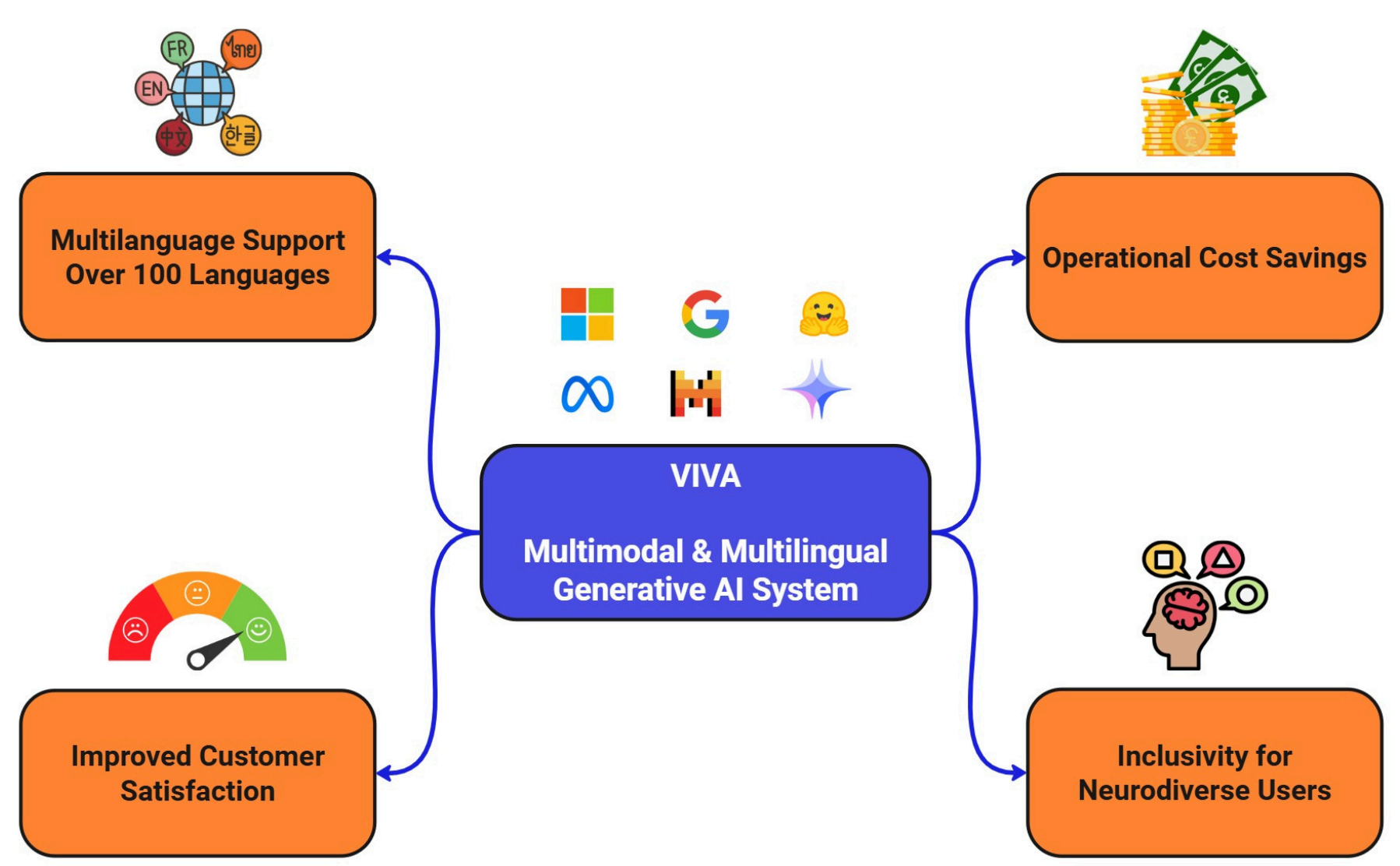
ABOUT THE COMPANY

METCLOUD is a multi-award-winning secure sovereign cloud provider and a managed security service provider (MSSP) specialising in providing IT support and cybersecurity services to organisations in the Defence, Critical National Infrastructure (CNI), and Financial Services sectors.



THE SOLUTION

Develop a **Multimodal (Speech/Text)** and **Multilingual (Translation)** AI system branded as **"VIVA"**, harnessing Generative AI speech and translation LLMs to answer technical questions in IT support and Cybersecurity.



THE BUSINESS PROBLEM



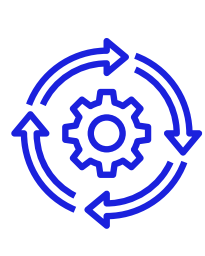
High costs in recruiting and retaining skilled engineers



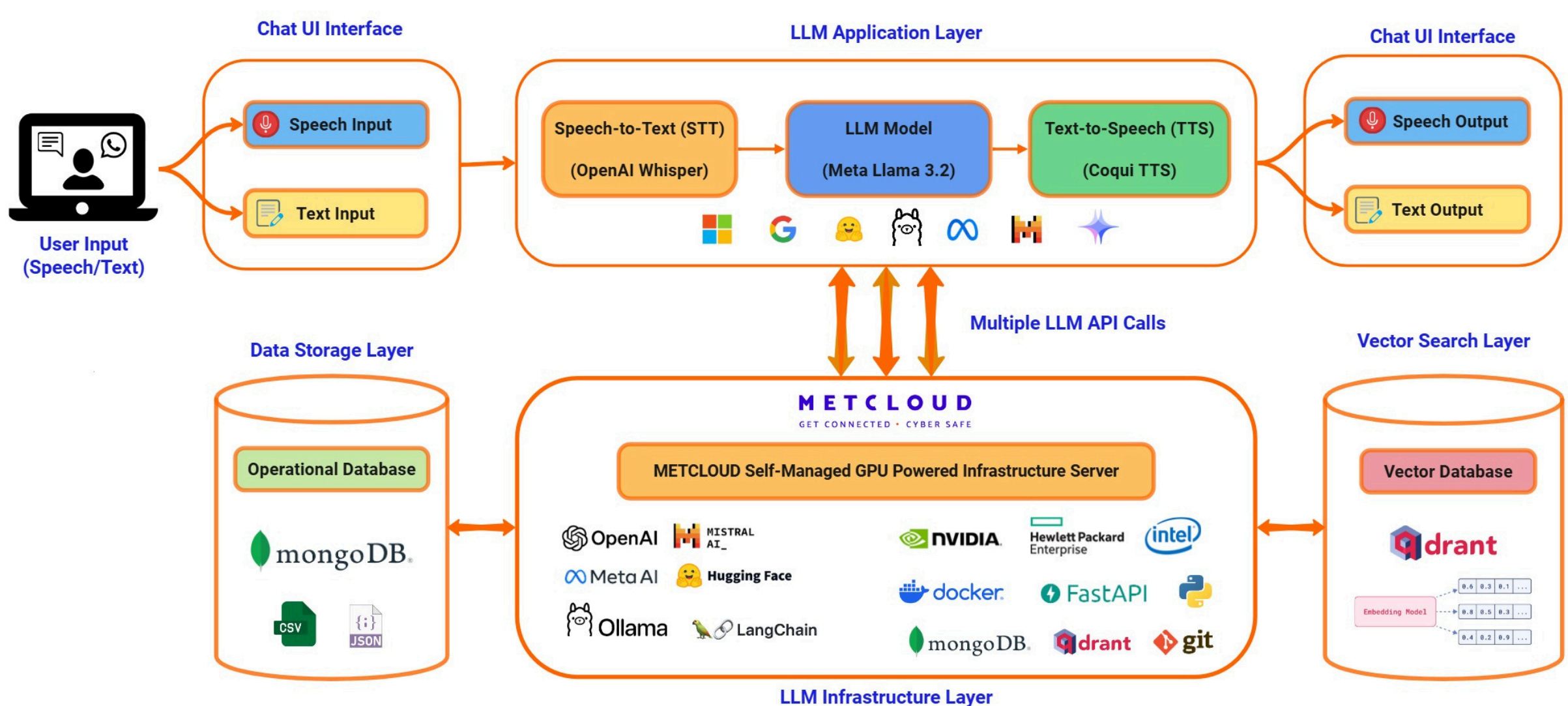
Handle customer requests
24/7 in multiple languages



Ensure accurate responses to maintain customer satisfaction



PROJECT ARCHITECTURE



PROJECT BENEFITS

KTP ASSOCIATE BENEFITS

- ★ Lead the Development of Gen AI System
- ★ Acquire Certifications with KTP Budget
- ★ Gain Mentorship from Academics & Industry
- ★ Attend Global Conferences and Hackathons

COMPANY BENEFITS

- ★ Support for 100 languages
- ★ Savings in Operational Costs
- ★ Improved Customer Satisfaction
- ★ Inclusivity For Neurodiverse Users

UNIVERSITY BENEFITS

- ★ Delivered Guest Lectures to BCU Students
- ★ Four Industrial MSc AI Dissertation Projects
- ★ Published Two High-impact Research Papers

“The VIVA platform will revolutionise how technical support services are delivered globally.”
Ian Vickers, CEO - METCLOUD



Knowledge Transfer Partnerships