

Japanese company with generative AI technology to support customer satisfaction is looking for licensing, development, and distribution partners in the EU

Summary

Profile type

Business Offer

Company's country

Japan

POD reference

BOJP20250618001

Profile status

PUBLISHED

Type of partnership

Commercial agreement

Targeted countries

• All countries

Contact Person

[Alessandro PERNA](#)

Term of validity

18 Jun 2025

18 Jun 2027

Last update

9 Jun 2026

General Information

Short summary

The company technology can be applied: in stores to interact with customers, for educational purposes as a coach or teacher, for Youtubers during real-time interaction with viewers, and for online games. The software provides realistic facial expressions generated avatars allowing natural communication with the user. EU partners are sought to support the company implementation in EU markets.

Full description

The Japanese company is offering a generative AI technology, that can support improvement of customer satisfaction, an optimization of operations, and bring cutting-edge innovation to businesses.

Their technology "i.human" uses advanced avatar generation and natural language processing technologies. The two-way dialogue with characters with realistic facial expressions allow for natural communication and create a deep connection with users that make it seems as if they are talking to a human.

The technology can address labour shortage challenges and achieve cost reduction, in addition to aiding in uncovering customer needs and increasing customer satisfaction. For example, the conversational AI technology and AI characters can be implemented in stores or education environments. For producers of online video content and online games, the technology can enable real-time interaction and content optimization, increasing platform engagement and value.

The Japanese company is seeking partnership under licensing agreements, joint development, strategic distribution, and pilot collaborations. They are looking to build long-term business models with this technology with potential partners.

Advantages and innovations

The Japanese company's technology, i.human, ensures clarity while maintaining privacy and safety. Its safety features allow users to filter and manage personal and confidential information, as well as providing prompts and image leakage prevention.

The platform integrates high-quality AI characters, customizable through the VRM format. The digital characters speak with natural pronunciation and are able to reflect a unique identity. The technology is built on cutting-edge large language models such as GPT-4o, and supports multilingual speech synthesis and voice recognition in over 30 languages. This makes it adaptable in different markets globally.

Technical specification or expertise sought

Stage of development

Sustainable Development goals

- **Goal 9: Industry, Innovation and Infrastructure**

IPR Status

IPR Notes

Partner Sought

Expected role of the partner

The Japanese company is seeking partnership under licensing agreements, joint development, strategic distribution, and pilot collaborations, depending on the partner's capabilities. The company provides access to its i.human platform along with integration support, training, and ongoing system updates, while partners contribute market access, sales and marketing efforts, and localized customer support. The partnership aims to drive mutual value, support market expansion, and tailor technology to regional or industry-specific needs.

Type of partnership

Commercial agreement

Type and size of the partner

- **SME <=10**
- **Big company**
- **SME 50 - 249**
- **SME 11-49**

Dissemination

Technology keywords

Market keywords

- **02007020 - Artificial intelligence programming aids**

Targeted countries

- **All countries**

Sector groups involved