GRAPHEN
An Artificial Intelligence Company

JUN 2024 EDITION



AIIA CATEGORY
CATALOG

Graphen AI Solutions
Empowering Lives with Unlimited Digital Human Assistants

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INTRODUCTION

Introducing Graphen: Your Next-Generation AI Partner



About Graphen

A Next-Generation Artificial Intelligence Company

FOUNDED: 2017
GLOBAL HEADQUARTERS: New York, NY
REGIONAL OFFICES: Taipei, Singapore, Tokyo, and Hong Kong

Welcome to Graphen, a leader in AI innovation dedicated to shaping the future of technology. In October 2023, Graphen was ranked as the World's Top #9 AI company, a testament to our excellence and leadership in the field.

Graphen's mission is to advance state-of-the-art artificial intelligence for the well-being of mankind. We create unlimited digital humans to assist life. We design unlimited new drugs to save lives. We help create unlimited clean energy for living.

Join us as we pioneer the next frontier of AI innovation and empower your business to thrive in the digital age.

MEET AIIA!

Key Features

- **Integrated AI System:** Combines hardware and software seamlessly.
- **Privacy Priority:** Ensures individual privacy while providing personalized interactions.
- **Multilingual:** Supports English, Chinese, Japanese, Spanish, with more languages planned.
- **Personable Avatars:** Displays personality and emotion for engaging interactions.
- **Realistic Interaction:** Enables lifelike eye contact and facial expressions.
- **Payment Integration:** Works seamlessly with payment systems and mobile apps.





Why We Need Aiia

As the global population ages and the demand for caregiving rises, a critical question emerges:

“Who will care for us in the future?“

Moreover, developed and developing countries alike are grappling with labor shortages, a crisis that intensifies daily. Many stores in developed countries cannot find enough people to fill knowledge worker roles.

For instance, a retail store might have 16 openings but can only find 4 people, and among these 4, 3 might leave within a year. Stores and hospitals are thus trapped in an endless cycle of recruiting and training new staff.

This is where Aiia steps in.

Introducing Aiia: Your Everyday AI Companion.

Graphen creates digital humans that think, feel, and interact in a human-like way, on real-life-size devices, and are multilingual.

Welcome to the future of customer support with the unlimited potential of Aiia to assist your business with more intelligence, efficiency and consistency.

Aiia supports various needs, serving as cashier, hospitality receptionist, retail store sales, nurse support, investment advisor, car doctor & assistant, etc.

The sky is the limit.



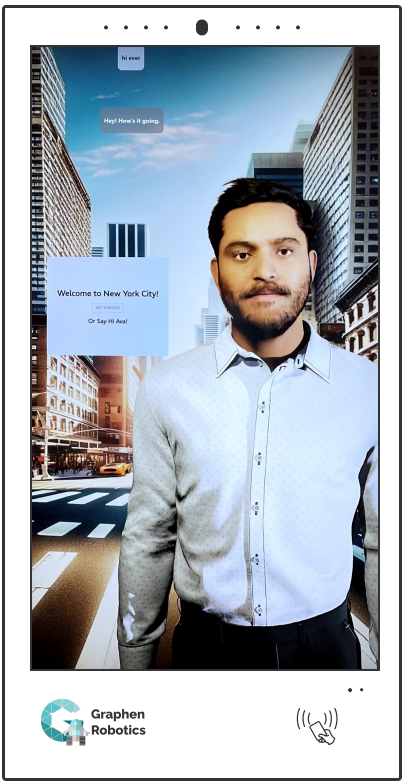
OUR SERVICES

HOW CAN AIIA HELP?

Concierge Aiia

Category: General Information
Scenarios: Landmarks, Conference Centers, Hospitals, Hotels
Service: Introduction, Navigation, Inquiry Resolution

Step into the future of hospitality with our digital concierge. Whether you're at a hospital, hotel, garden, theme park, museum, or conference center, our virtual concierge is here to assist.



Introduction: Receive a warm welcome and essential information about the premises from our virtual guide, ensuring you're well-informed from the moment you arrive.

Navigation: Easily find your way around with expert guidance from our virtual assistant, making exploration effortless and stress-free.

Inquiry Resolution: Get instant assistance with directions, recommendations, and inquiries, ensuring a seamless experience throughout your visit.

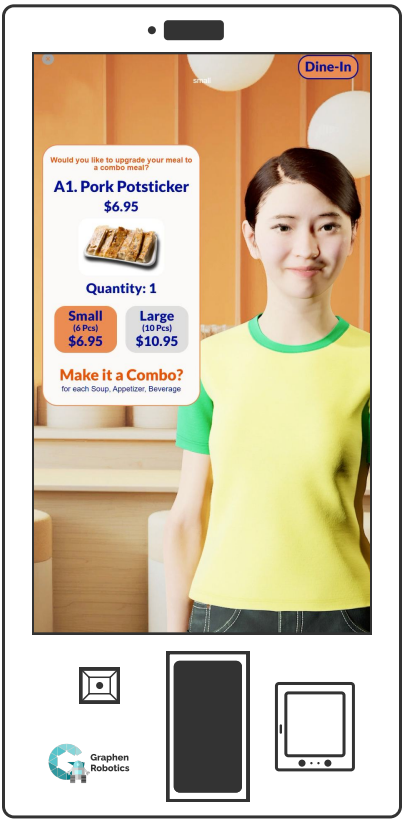
Cashier Aiia

Category: Food & Beverage
Scenarios: Quick Service Restaurants and Cafes
Service: Payment Processing, Transaction Assistance

Bid farewell to long queues and embrace convenience with our digital cashier. Whether you're grabbing a quick bite at a fast casual joint or savoring a refreshing boba tea, our virtual cashier is here to expedite your transactions.

Order Assistance: Receive personalized assistance throughout your transaction, from placing your order to completing payment, guaranteeing efficiency and accuracy every step of the way.

Payment Processing: Enjoy swift and secure payment processing for your orders, ensuring a seamless checkout experience at your favorite fast food spots or boba tea shops.



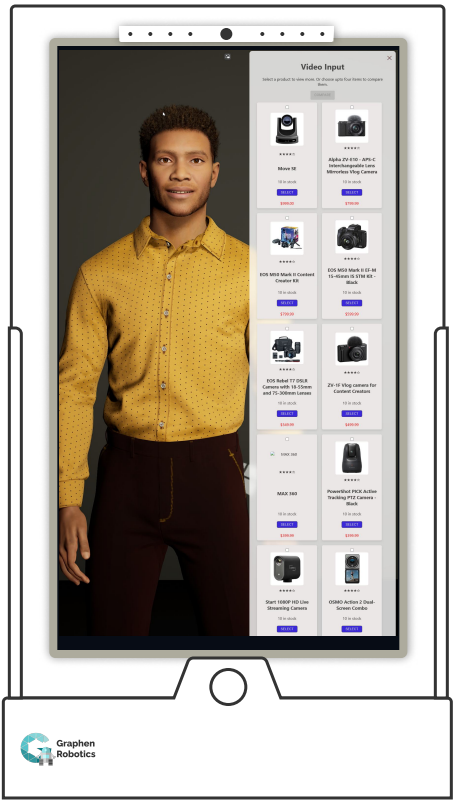
OUR SERVICES

WHAT CAN AIIA HELP? (CONT.)

Sales Aiia

Category: Retail
Scenarios: Retail Store, Malls, and Exhibition Centers
Service: Product Information, Recommendations, Purchase Support

Elevate your shopping experience with our digital sales assistant. Whether you're browsing in a store, exploring a shopping mall, or attending a product exhibition, our virtual sales assistant is here to help.



Product Information: Access detailed information about products and services, empowering you to make informed decisions with confidence.

Recommendations: Receive personalized recommendations based on your preferences and needs, enhancing your shopping experience and satisfaction.

Purchase Support: Enjoy seamless assistance with your purchases, from product selection to transaction completion, ensuring a smooth and enjoyable shopping journey.

Nurse Aiia

Category: Medical
Scenarios: Hospitals, Clinics, Healthcare Facilities
Service: Medical Assistance, Health Education, Medication Reminders

Experience accessible healthcare support with our digital nurse. Whether you're at a hospital, clinic, or healthcare facility, our virtual nurse is here to provide assistance and information.

Medical Assistance: Receive basic medical guidance and support for minor ailments, medication reminders, and general health inquiries, promoting well-being and peace of mind.

Health Education: Access comprehensive health education materials and resources, empowering you with knowledge to make informed decisions about your well-being and lifestyle choices.

Medication Reminders: Stay on top of your medication schedule with timely reminders and guidance from our virtual nurse, ensuring optimal health management and adherence to treatment plans.



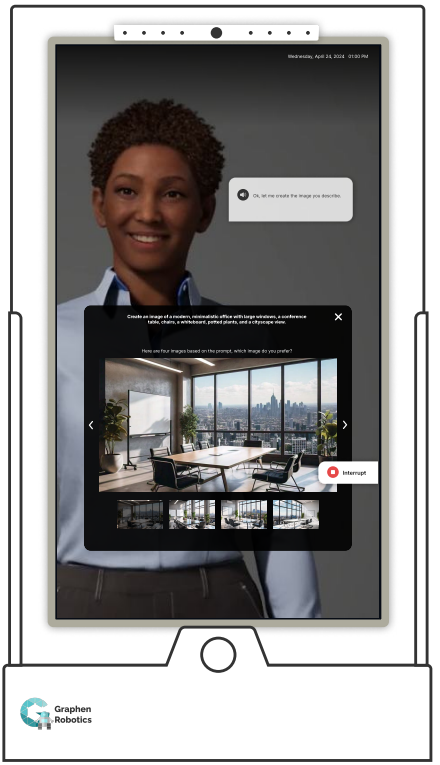
OUR SERVICES

WHAT CAN AIIA HELP? (CONT.)

Office Assistant Aiia

Category: Professional Support
Scenarios: Offices, Corporate Environments
Service: Administrative Tasks, Information Management, Creative Assistance

Streamline your office operations with our digital office assistant. From handling administrative tasks to providing real-time information, Aiia enhances workplace efficiency.



Administrative Tasks: Manage schedules, coordinate meetings, and handle routine office tasks with precision and reliability.

Information Management: Provide up-to-date information on financial news, company updates, and other relevant data, ensuring informed decision-making.

Creative Assistance: Assist in creating images, presentations, and other creative tasks, boosting productivity and innovation in the workplace.

Customer Service Aiia (Tablet / Phone)

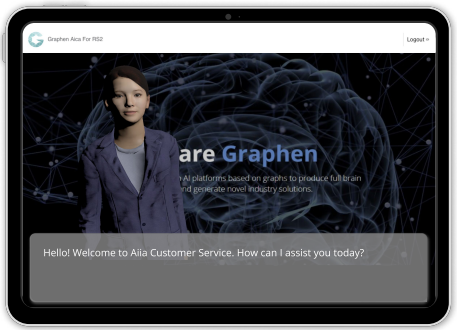
Category: Customer Support
Scenarios: Customer Service Centers, Help Desks, Mobile Platforms
Service: Query Resolution, Support Ticket Management, Customer Interaction

Enhance your customer service experience with our digital assistant available on tablets and phones. Aiia ensures timely and effective customer support across various platforms.

Query Resolution: Provide quick and accurate answers to customer inquiries, improving satisfaction and reducing wait times.

Support Ticket Management: Efficiently handle support tickets, track issues, and provide updates to customers, ensuring a smooth resolution process.

Customer Interaction: Engage with customers through personalized interactions, building strong relationships and enhancing overall service quality.





OUR PRODUCTS

GRAPHEN Aiia Series

Graphen, Inc. provides AI powered Industry Solutions to assist businesses succeed in AI era. We provide a comprehensive state-of-the-art solution for stores and enterprise owners.

01. Aiia Classic

Sleek yet powerful, Aiia Classic offers essential features for sales assistance and cost optimization, making it the perfect choice for businesses prioritizing efficiency.

02. Aiia Kiosk

Revolutionize customer interactions and drive operational efficiency with Aiia Kiosk. Seamlessly integrating payment systems and supply chain management, it's the ultimate solution for businesses in the AI era.

03. Aiia Glass

Enhance customer engagement with Aiia Glass. Its sleek design and dual-sided screens make it perfect for general inquiries and customer assistance, setting a new standard for interaction.

04. Aiia Hologram

Step into the future with Aiia Hologram. Featuring a full-sized screen and enhanced engagement capabilities, it delivers an immersive experience, leaving a lasting impression on customers.

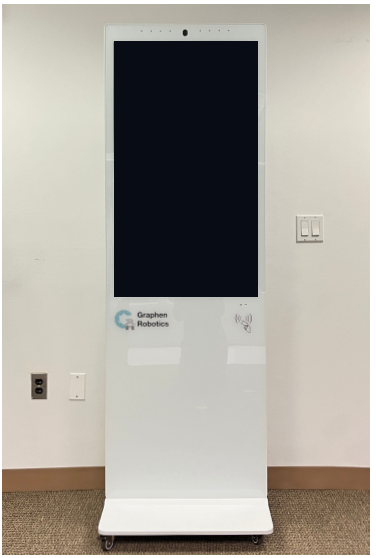
05. Aiia Tablet

Compact and versatile, Aiia Tablet delivers AI-powered support for efficient customer service, enhancing accessibility in any scenario.

01 Aiia Classic

Streamlined AI solution for sales assistance and cost optimization.

use: Indoor
material: Glass | stainless steel
size: (S) 23.5” x 70.75” x 17.75”
(L) 29.75” x 74.75” x 17.75”
color: Black | White
weight: approx. 120 lb
screen (S) 43” | (L) 55”
resolution: 2160 x 3840

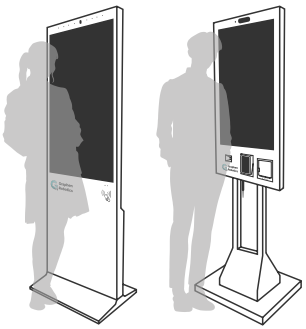


02 Aiia Kiosk

Seamless integration for revolutionizing customer interactions.

use: Indoor
material: stainless steel | painted steel
size: 23.75” x 74.5” x 19.75”
color: White
weight: approx. 110 lb
screen 32”
resolution: 1080 x 1920





03 Aiia Glass

Sleek design and dual-sided screens for enhanced customer engagement.

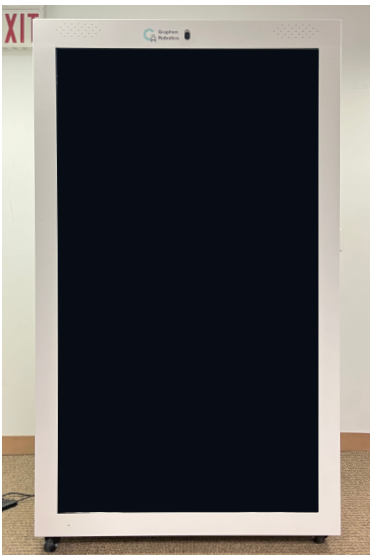
use: Indoor
material: Glass | stainless steel
size: (S) 28” x 65.75” x 19
(L) 35.5” x 81.5” x 20.5”
color: White
weight: approx. 110 lb
screen (S) 43” | (L) 55”
resolution: 2160 x 3840

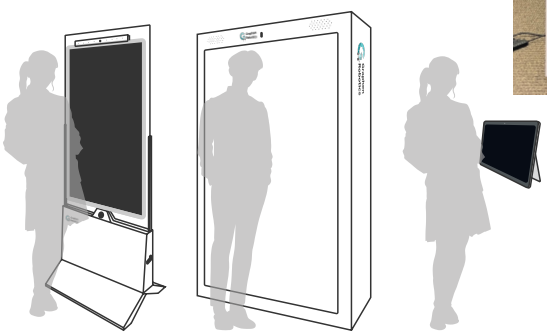


04 Aiia Hologram

Immersive experience with full-sized screen and enhanced engagement capabilities.

use: Indoor
material: Glass | stainless steel
size: 42.75” x 71.75” x 16.5”
color: White
weight: approx. 330 lb
screen 75”
resolution: 2160 x 3840





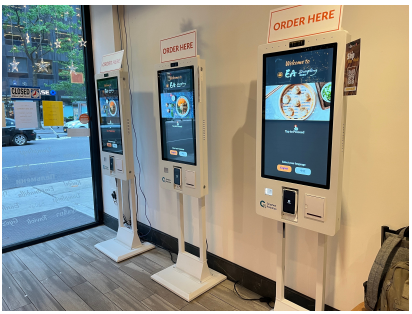
05 Aiia Tablet

Compact and versatile, Aiia Tablet provides AI-powered support for efficient customer service.

use: Indoor
material: Stainless steel | Glass
size: 12.5” x 8.5” x 0.7”
color: Silver
weight: approx. 2.5 lb
screen 14”
resolution: 1920 x 1200













Real world implementation: (a) Aiia Kiosk, EA Dumpling, Manhattan, NY (b) Aiia Kiosk, Coco, Brooklyn, NY (c) Aiia Classic, Shuang Ho Hospital, Taipei, Taiwan (d) Aiia Hologram, IDC Conference, Singapore

SERVICE PLANS

Store Solutions Service Fees

Service	Standard	Premium
AI Ordering System	●	●
Kiosk Ordering System	●	●
POS System Integration	●	●
Kitchen Distribution System	●	●
Label Printers	●	●
Menu Management	●	●
In-store Stock Management	●	●
Daily Reports	●	●
Cloud Server	●	●
Customized Receipt	●	●
Delivery App Integration	x	●
Online Ordering (Web) + SMS Notifications	x	●
QR Code Ordering	x	●
Network Failure Recovery	x	●
Printer Failure Recovery	x	●
Power Outage Recovery	x	●
Order Display System + Voice Callout	x	●
Chef Displays	x	● (Optional)
Automatic Feature & Software Upgrades	●	●
Customer Service	●[1]	●[1]
	Charged monthly	**Charged monthly**

Add-ons:

- Membership database
- Mobile App (iOS, Android)

Note:

[1] Business hours(BH): Mon-Fri 10am-6pm EST; BH: Response within 2 hrs, Off-BH Response within 12 hrs
* Terms and conditions apply: For full details, inquire within.

Hardware and Other Fees[1]

Item		Fees
Kiosk (per unit)		Purchase or Rental
Store Setup	POS Station Setup	Charged per store (One-Time)
	Kitchen Operations Setup	
	Data Preparation	
	Cloud Server Setup	
	3rd Party App Integration Preparation	
	Tablets Software Installation	
	Local Sever Software Installation	
	Order Displays Setup	
	Full System Testing	
	Configuration Setup	
Customized UI Design (Kiosk, Online Ordering)		Charged per chain store (max. 20 hours)[2]

Note:

[1] Additional hardware cost is excluded (e.g., Tablets, POS, Printers, TV Display, Speaker)
[2] Extra hours price available on request
* Terms and conditions apply; For full details, inquire within.

For more information, please contact info@graphen.ai

SUCCESS STORIES

OCTOBER 2023 | MANHATTAN, NEW YORK

Restaurant

Graphen, Inc. provides AI-empowered industry solutions to assist business success in the AI era. Our solutions offer state-of-the-art IT systems for store and enterprise owners, ensuring seamless management and enhanced customer experience.

- **Front of House Operations:** Our self-ordering kiosks integrate seamlessly with leading POS providers, offering order status displays and online ordering capabilities, including integrations with popular delivery apps.

- **Back of House Operations:** The operations portal manages order tickets and kitchen displays, while customized reporting provides valuable sales insights. Additionally, our administration portal allows for efficient menu management across multiple locations.

Our solutions support effortless scalability, making them ideal for franchise owners looking to expand their businesses smoothly and efficiently.

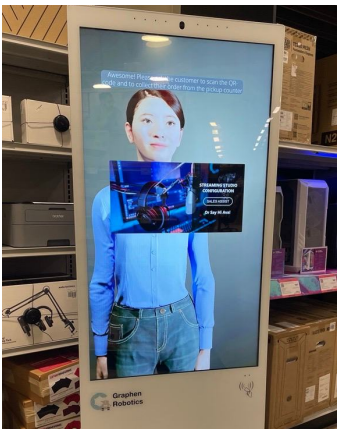


NOVEMBER 2023 | TAIWAN

Hospital

In November, we successfully deployed our digital avatar assistant, Aiia, at major hospitals in Changhua and Taipei. Aiia has proven to be a game-changer in the healthcare sector by significantly reducing the workload on nursing staff. Operating 14 hours a day, Aiia handles up to 60% of the tasks typically managed by nurses, thereby improving efficiency and allowing healthcare professionals to focus more on patient care.





DECEMBER 2023| QUEENS, NEW YORK

Retail Store

Our innovative kiosk solutions have also been implemented in a major technology retail store since December. The deployment of our digital avatar assistants in retail environments demonstrates their versatility and effectiveness in enhancing customer service, managing inquiries, and supporting staff in day-to-day operations.

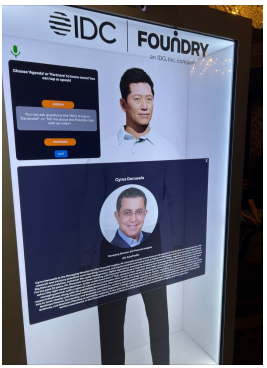
MAY 2024 | WORLDWIDE

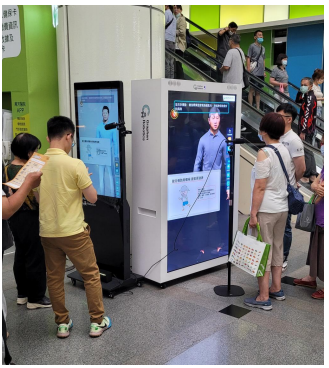
Concierge

In 2024, Aiia expanded its role to become a concierge, showcasing its adaptability and excellence in customer service:

- **Manhattan (April 2024):** Aiia served as a concierge at a high-profile seminar, assisting attendees with information, directions, and personalized assistance.
- **Singapore (May 2024):** Aiia demonstrated its capabilities at a major conference, providing seamless support to participants and enhancing their overall experience.
- **Taipei (May 2024):** In a hospital lobby, Aiia functioned as a concierge, guiding patients and visitors, answering queries, and facilitating smooth operations.









Transform Your Business with Graphen, Inc.

At Graphen, we are committed to empowering businesses with our advanced AI solutions. Our kiosks with digital avatars are designed to enhance customer interactions, improve operational efficiency, and support seamless scalability across various industries. Embrace innovation and take your business to the next level with Graphen.

Contact Us

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Contact us today to learn more about our groundbreaking solutions and how we can help you achieve success in the AI era.

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