

Press Release

AUSTRIACARD to Offer Businesses Comprehensive Agentic AI Platform Focusing on Security, Autonomy, and Integration

Vienna, October 2nd 2025: AUSTRIACARD HOLDINGS collaborates with Dell Technologies to develop and market **GaiaB™ Appliance**, an advanced Generative AI solution for the automation of business processes and operations. This solution, which operates entirely on-premises or in private cloud environments, is ready to use, as it comes pre-integrated with Dell PowerEdge servers.



GaiaB™ Appliance is a comprehensive solution that combines infrastructure and software in a secure, scalable device, enabling businesses of all sizes - from SMEs to large multinational organizations across public and private sectors - to use cutting-edge AI technologies, while maintaining **high levels of performance, flexibility and data protection**.

The modular design of the solution allows for gradual and cost-effective infrastructure upgrades, either through multiple System On-a-Chip (SOC) server units, or by adding more powerful server units, tailored to each business's needs. Meanwhile, the solution's ability to operate in isolated networks (air-gapped environments), without internet connectivity ensures that **sensitive data remains within the organization (on-premises) under full local control**.

GaiaB™ Appliance can be integrated with corporate e-mails, file sharing systems (such as SharePoint), and internal databases, enabling the creation of intelligent services that consolidate information from multiple sources — with zero coding requirements.

Indicative applications include:

- Automatic sorting and forwarding of incoming customer requests via e-mail or mail post
- Intelligent control and optimization of call center performance, aiming to correct errors in data recording and request processing
- Generating summaries and action items from meeting recordings
- Analyzing documents to automate approvals and guide customers in cases of incomplete documentation

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- Intelligent storage of documents and images that can be searched using open or descriptive queries in any language.

*"This collaboration reinforces AUSTRIACARD HOLDINGS' strategic transformation into a large-scale applied technology provider and showcases its internationally acclaimed expertise in Agentic AI," said **Manolis Kontos, Group CEO of AUSTRIACARD HOLDINGS.** "Joining forces with a global technology leader like Dell Technologies, validates our ability in creating secure, practical, and scalable solutions that align AI capabilities with real-world business demands."*

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ABOUT AUSTRIACARD HOLDINGS AG

AUSTRIACARD HOLDINGS AG leverages over 130 years of experience in information management, printing, and communications to deliver secure and transparent experiences for its customers. They offer a comprehensive suite of products and services, including payment solutions, identification solutions, smart cards, card personalization, digitization solutions, and secure data management. ACAG employs a global workforce of 2,400 people and is publicly traded on both the Athens and Vienna Stock Exchanges under the symbol ACAG.

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