

## Press release

Paris, 30 January 2025

### **Zaion announces €11 million fundraising round led by 115K to revolutionize European customer services in the banking and insurance sectors**

**Zaion announces a €11 million financing round led by 115K, La Banque Postale's venture capital fund, with the support from its historical investors. This new fundraising marks a significant milestone for the company, enabling it to accelerate its expansion across the European market and consolidate its position as a leader in conversational voice AI dedicated to the banking and insurance sectors.**

#### **Zaion: The French Pioneer in Conversational Voice AI**

Founded in 2017 by Franz Fodéré, Zaion has become the leading French specialist in conversational voice AI solutions for customer service. Since its inception, the company has received strategic support from major insurance players such as La France Mutualiste and PRO BTP, as well as prominent investors including Fortino Capital and Truffle Capital.

Zaion stands out in the automation of customer services for the banking and insurance sectors by leveraging a unique combination of expertise: advanced software engineering, mastery of conversational voice AI, deep knowledge of complex telecom systems, and extensive experience in customer relations within the banking and insurance industries.

Zaion's AI platform proposes two complementary products: **A module for autonomous creation of conversational voice agents**, enabling natural language call qualification and end-to-end processing of simple requests and **a supervision module**, providing real-time monitoring and performance analysis.

The platform manages over 150 voice AI agents simultaneously, improving both customer experience and service efficiency.

#### **Continuous innovation for the Augmented Customer Service Agent**

In 2023, Zaion achieved a significant milestone with the launch of its first generative AI solution: *Zaion Real Time Call Summary*. This groundbreaking innovation, which instantly produces call summaries, brings the vision of the "Augmented Agent" to life by relieving agents of time-consuming administrative tasks.

By fostering a seamless alliance between humans and AI, Zaion is redefining excellence in customer relations. The result is a superior experience for contact center agents paired with improved operational performance, setting a new standard for the industry.

## **25 Million Calls Handled in 2024: The Triumph of Industrial-Scale Technology**

In 2024, Zaion's technology demonstrated its reliability on an industrial scale: its voice AI agents successfully managed 25 million calls, achieving a natural language comprehension rate of over 90%. This outstanding performance meets the high standards of more than 50 major clients in the banking and insurance sectors.

A prime example of Zaion's technological excellence is **LUCY**, La Banque Postale's virtual assistant, developed by Zaion. Recipient of multiple awards, LUCY handles over 2 million calls annually with an impressive customer satisfaction rate of 86%. Its efficiency has significantly reduced the transfer rate to human agents from 25% to just 10%, enhancing customer service accessibility by 7 to 9 percentage points.

LUCY exemplifies the tangible impact of Zaion's solutions, delivering both superior customer experiences and improved operational performance.

## **New expansion phase: Internationalization and APIs**

With its latest funding round, Zaion is poised to accelerate its international expansion, prioritizing Spain as its next key market. The company is making a bold move by opening its AI platform to its ecosystem via APIs, allowing modular integration of its cutting-edge technologies, including **ASR** (Automatic Speech Recognition) and **NLP** (Natural Language Processing), to create highly personalized AI agents. Additionally, Zaion's recent integration with the **AWS Marketplace** enhances its capability for large-scale deployment and global reach.

## **A responsible strategy driven by expertise and innovation**

In an era where technological sovereignty, AI ethics, and environmental challenges are at the forefront, Zaion is committed to building AI solutions that are trusted, ethical, responsible, and transparent. Fully aligned with emerging European regulations, such as the **AI Act**, Zaion's approach ensures rigorous governance and robust data protection—critical elements for its clients in the banking and insurance sectors.

**Stéphane FONTANA, CEO of Zaion:** “Our growth, now bolstered by the support of 115K, highlights our ability to deploy trusted, consistent, and responsible AI at scale, all while ensuring full compliance with the most rigorous European regulations. Every day, our customers and partners reaffirm that our deep sector expertise—particularly in banking and insurance—combined with our cutting-edge technological innovations, drives the ethical and transparent transformation of their customer services. Keeping the human element at the centre of our approach and simplifying the daily lives of customer advisers is embedded in our DNA.”

**Franz FODÉRÉ, Founder and Chairman of Zaion:** “This round of financing marks a pivotal moment for Zaion. It provides us with the means to accelerate our ambition of delivering an open, modular, and high-performance voice conversational AI platform tailored to the banking and insurance sectors. With the continued support of our investors and the addition of 115K as a strategic partner, we reaffirm our commitment to positioning AI as a key driver for reinventing the customer experience and transforming customer services across Europe.”

**Benoît DESCOQS, Investment Manager at 115K:** “We were impressed by Zaion's unique technological expertise in conversational AI and its deep understanding of customer relations challenges, which enable them to deliver high value-added innovations. The banking and insurance sectors face significant challenges in ensuring seamless customer journeys, requiring top-tier solutions—an area where Zaion has demonstrated proven industrial-level performance. Our successful collaboration with La Banque Postale over the past four years underscores this expertise, making 115K a natural partner to support Zaion’s development and expansion on a European scale.”

#### **About Zaion**

Founded in 2017, Zaion is the French leader in conversational AI solutions for customer services in the banking and insurance sectors. With over 150 active voice bots and 25 million calls handled annually, Zaion combines advanced technological expertise with deep industry knowledge to revolutionize both the customer and agent experience.

Headquartered in Paris, Zaion employs 80 people and continues to achieve double-digit growth, driven by a significant increase in revenue.

#### **About 115K**

115K, La Banque Postale Group's venture capital fund, invests in Seed, Series A, and Series B funding rounds for top-tier French and European financial services startups (FinTech, InsurTech, Cybersecurity, AI, Data, etc.). With €150 million under management, the fund has substantial reinvestment capacity for subsequent rounds and provides its portfolio companies with access to numerous commercial opportunities through La Banque Postale—Europe's 11th largest bank-insurer—its subsidiaries (CNP Assurances, LBP AM), and its affiliation with the La Poste Group. 115K's investment in Zaion marks the fund's 12th investment since its launch in 2022.

More information on : <https://www.115k.fr>

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