

CASE STUDY

Technology

ELVAC: AI Reception for a Technology Company

ELVAC a.s., a leader in industrial automation and energy in Ostrava, runs its reception with the electronic receptionist Eliska, custom integrated with the ELIN contact system.



COMPANY

ELVAC

LOCATION

Ostrava, Czechia

DEPLOYED

12/2023

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staff at the reception desk

ELIN

live contact integration

24/7

visitor handling

THE CHALLENGE

ELVAC a.s., a leader in industrial automation and energy based in Ostrava, has a steady flow of visitors, suppliers and partners arriving at its main entrance. Connecting each arrival to the right person, opening the door and keeping the front desk staffed tied up employee time every day.

The company also runs ELIN, its own contact management system, and the reception needed to work with current contact data without anyone updating it by hand.

THE SOLUTION

aReception.ai placed the AI receptionist Eliska right in front of the main entrance. A visitor arrives and Eliska connects them by phone to the responsible person, opens the door using tone dialling and gives them the information they need. Routine reception tasks are handled automatically, so employees can focus on more important work.

Eliska was custom integrated with the ELIN contact management system used by ELVAC. Contacts are updated and synchronised automatically, so the receptionist always works with current data without any manual input.

THE RESULTS

Since December 2023 Eliska has handled the day-to-day reception at ELVAC. Visitors are connected to the right person and let in within moments, and the front desk no longer has to be staffed for routine arrivals.

Because Eliska is wired into the ELIN system, contact data stays current on its own. Reception is faster, more consistent and runs without manual contact upkeep.

"Eliska has been welcoming our visitors since the end of 2023. Thanks to the integration with our ELIN system she always works with current contacts and connects colleagues with their visitors within moments."

**Jaromír Drozdek**

Operations Director, ELVAC a.s., ELVAC