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Chinaâ??s Xiao-I Corporation expands partnership with Inner Mongolia Yili

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Xiao-I Corporation, a leading artificial intelligence company, announced the renewal of its contract with Inner Mongolia Yili Industrial Group Co., Ltd. (Yili). This renewal continues a long-standing partnership and marks an important shift, as Yili transitions its AI-driven customer service platform to a subscription-based model, optimising service delivery and increasing operational efficiency. This transition to a subscription model, known as Maas (Model as a Service), represents a new business model that Xiao-I has been actively promoting. It reflects a broader trend in the software and AI industries, offering greater flexibility and scalability for clients like Yili. The shift is also expected to contribute to Xiao-I's long-term financial stability by creating stronger customer retention and improving cash flow predictability.

Since 2021, Xiao-I has provided Yili with cutting-edge AI solutions, including an intelligent voice customer service platform tailored to the needs of the fast-moving consumer goods (FMCG) industry. The upgraded platform, built on Xiao-I's Hua Zang large language model (LLM), enhances Yili's ability to respond to the vast number of customer inquiries efficiently across its diverse product lines, which include dairy products, beverages, and packaged water.