

# AI Development for Education Software Company

## PROJECT DETAILS



AI Development



Oct. 2024 - Ongoing



Confidential



*"Their team is not only highly skilled but also incredibly friendly, proactive, and easy to communicate with."*

## PROJECT SUMMARY

NKKTech Global has developed an AI chatbot for a leading education software company. The team has also helped with web and app development.

## PROJECT FEEDBACK

After launching the chatbot, the client has reduced manual processing time by 40% and increased task completion speed by 30%. NKKTech Global is highly skilled, friendly, proactive, and easy to communicate with. Moreover, they consistently deliver items on time without sacrificing quality.

## The Client


Introduce your business and what you do there.

I'm the CTO of Enspire, an AI and software education company.

## The Challenge


What specific goals or objectives did you hire NKKTech Global to accomplish for Enspire?

We hired NKKTech Global to complete our application and apply AI to training and support child learning.




Adrew Nguyen

CTO, Enspire

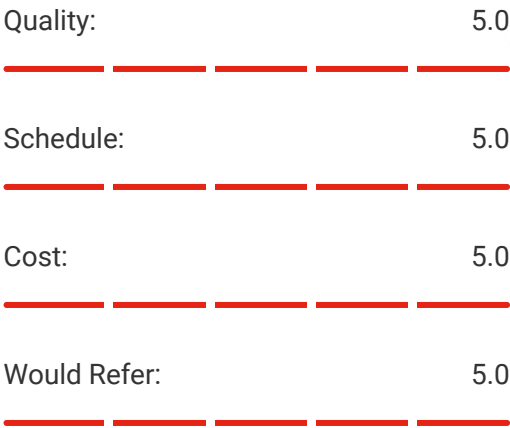
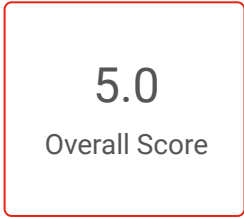


Education



Vietnam

### CLIENT RATING



## The Approach

Can you describe the scope of work NKKTech Global handled for your AI and software education project?

NKKTech Global has developed a machine learning AI chatbot for web and app development.

What is the team composition?

We've worked with 2–5 teammates from NKKTech Global.

How did you come to work with NKKTech Global?

We found NKKTech Global through an online search and a referral. We chose them over other options because they had high ratings, were close to our geographic location, had pricing that fit our budget, had a great culture fit, and offered good value for the cost.

What is the status of this engagement?

We started working with NKKTech Global in October 2024, and our engagement is ongoing.

## The Outcome

What evidence can you share that demonstrates the impact of the engagement?

We've reduced manual processing time by 40% after implementing automation tools developed by NKKTech Global, allowing our team to focus on higher-value tasks. Through the AI training sessions provided by NKKTech Global, over 85% of our staff reported improved confidence and skills in using AI tools for daily operations. By optimizing our internal workflow system, task completion speed has increased by 30%, and communication errors have dropped significantly. We've measured the reduction in manual processing time and the increase in task completion speed



using specific metrics and internal tracking tools. For manual processing time, we've compared the average time per task before implementation (collected from existing workflow logs) and the average time per task after automation (tracked through the new system). This comparison has clearly shown a 40% decrease in the time required for the same type of tasks. For task completion speed, we've relied on our internal task-tracking system to measure the number of tasks completed per employee per day/week and the time from task assignment to task completion. After optimizing the workflow, the system data has shown a 30% increase in overall task throughput. We've measured the improvement in staff confidence and skills using post-training surveys, simple skill tests, and short follow-up interviews. The surveys have shown higher confidence scores, the skill tests have confirmed better practical use of the AI tools, and the interviews have helped verify that staff are applying what they've learned in daily tasks.

## How did NKKTech Global perform from a project management standpoint?

NKKTech Global's project management is very organized and transparent. They communicate clearly at every stage and handle tasks efficiently. They've delivered on time and, in some cases, even earlier than the original schedule while still maintaining high quality. Our primary form of communication with NKKTech Global is email or messaging apps.

## What did you find most impressive or unique about them?

What we've been most impressed with about working with NKKTech Global is their combination of technical expertise and genuine support. Their team is not only highly skilled but also incredibly friendly, proactive, and easy to communicate with. They understand our needs quickly, offer practical solutions, and consistently go the extra mile to ensure everything runs smoothly.



Are there any areas they could improve?

There's nothing we can come up with at this point.

