Revolutionize Digital Experience

Coveo & AWS for Technology Companies

Technology companies are at the forefront of the digital experience economy, striving to deliver personalized, seamless, and secure interactions at every customer and employee touchpoint. The increasing demand for tailored digital journeys, alongside challenges like managing complex IT environments, meeting compliance requirements, and safeguarding sensitive data, necessitates advanced, scalable solutions. Organizations need to unify content, harness AI, and optimize outcomes to remain competitive and achieve their strategic objectives.

Coveo, in partnership with AWS, offers the Composable AI Search & Generative Experience Platform™—an end-to-end solution designed to transform how technology companies engage with their internal employees and external customers. By leveraging the streamlined procurement, simplified billing, and flexibility of AWS Marketplace, Coveo integrates seamlessly with AWS infrastructure to deliver personalized AI-powered search, generative answering, and contextual recommendations. This collaboration enables businesses to achieve over 90% self-service success, cut manual search time for support engineers by 75%, and drive measurable ROI, ensuring they stay ahead in an increasingly dynamic market.

Gartner

7-time Leader in the Gartner Magic Quadrant™

for Insight Engines

FORRESTER®

Leader in Forrester WaveT™

for Cognitive Search

IDC

Leader in the IDC MarketScape:

Worldwide Knowledge Discovery Software



Scalable AI for Personalized Enterprise Experiences

The Coveo and AWS partnership empowers technology enterprises with scalable, secure AI-driven solutions to deliver personalized, connected digital experiences. These solutions enhance website engagement, drive higher revenue in e-commerce channels, improve customer satisfaction, and reduce support case volumes through intuitive self-service journeys. Key benefits include:

Composable AI for Every Touchpoint

Coveo's platform integrates with Amazon Bedrock and Q as well as 250+ AWS services to power AI search, recommendations, and generated answers that ensure personalized user experiences across commerce, service, and workplace applications.

Scalable and Secure AI Deployment

With enterprise-grade security and compliance, the partnership supports high-performance AI workloads without compromising on data integrity and privacy.

Seamless Procurement and Deployment

Simplified access via AWS Marketplace enables enterprises to streamline adoption while consolidating cloud spend under a single AWS bill.

AI-Powered Innovation for Technology Enterprises

Coveo and AWS partner to deliver scalable, secure AI solutions that transform digital experiences for technology companies. By combining Coveo's Composable AI Platform™ with AWS infrastructure, businesses can create personalized user journeys across commerce, service, and workplace applications.

This solution boosts engagement, drives revenue, and improves customer satisfaction with enterprise-grade security and compliance. Seamless procurement through AWS Marketplace streamlines adoption and optimizes cloud spending.

Technology Company Leveraging Coveo

Salesforce leveraged Coveo to achieve over 90% self-service success and its highest-ever CSAT scores. By cutting manual search time for support engineers by 75% and deploying Coveo across nine use cases, Salesforce enhanced efficiency and customer satisfaction, solidifying its industry leadership.



See for yourself

Take the next step toward an improved AI-powered experience:

2024 CX Industry Report: Is GenAI the Missing Piece to a Connected CX?

Contact Coveo

Learn more about Coveo + AWS

Coveo on AWS Marketplace