

# Press Kit



# The story of Solvemate

**We are Solvemate. We save people's time.**

We fundamentally believe that time is valuable. Be it ours, yours, your employee's or your customer's: time is a finite resource for all of us.

Solvemate's story started with a phone call. Our founder Erik had a request from his father: help him fix a mysterious IT issue. He noticed that the fastest way to nail down the problem was to ask multiple-choice questions.

Solvemate is built around asking the right questions, at the right time. Since 2015, our virtual agents have helped over 10,000,000 people find solutions quicker than any other provider on the market. We apply machine learning to actively guide people to the right answer, with the same multiple-choice principle that helped Erik.

Now, for the first time, customers don't have to wait for an answer, and companies don't have to deal with the same queries over and over again. The result? A lot of time saved.



# About the company

Solvemate is a tech company automating the customer service of companies with its chatbot. Through a combination of artificial intelligence and machine learning, Solvemate's chatbot answers customer requests correctly in an average of 20 seconds and in 80 percent of all cases. Customers receive answers quickly, while companies benefit from a significant cost reduction.

Our customers include Sparkasse, BVG and Globetrotter. Solvemate was founded in 2015. The company is based in Berlin and currently employs 39 people.

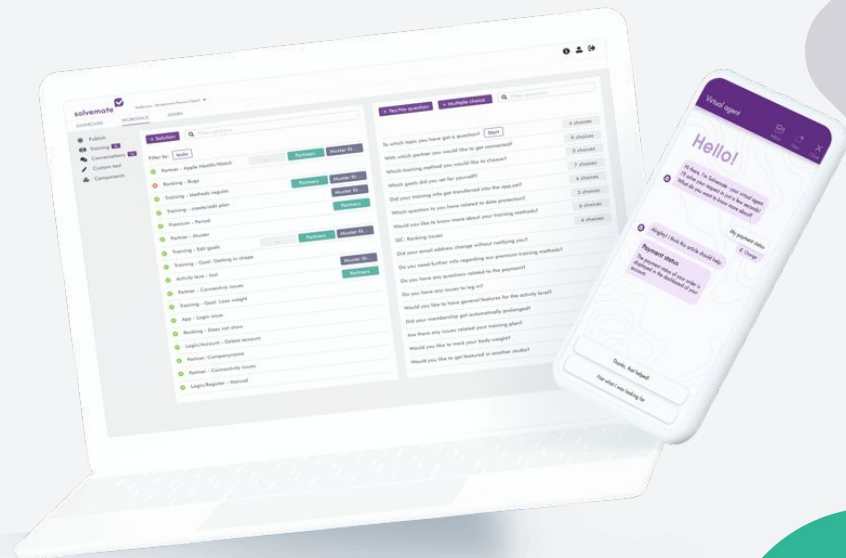


# About the product

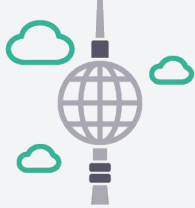
Solvemate's SaaS platform is designed with a focus on speed, precision, and personalisation. Our chatbots instantly resolve the vast majority of requests by actively guiding the customer to the right answer. If a human agent is needed, the customer is efficiently routed to the right person.

Training a chatbot is easy: through machine learning, the performance continuously improves, and further training is automatically suggested when needed.

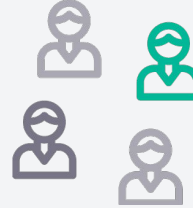
Going-live is quick and easy and can be done in just a few days. Solvemate integrates with existing service workflows to automate repetitive tasks. This enables 24/7 support, while getting better insights, and saving costs.



# Company Facts



**Located in Berlin**  
Founded in 2015.



**Team effort**  
39 employees.



**Local, but global**  
Customers around the world.



**International expertise**  
Employees stem from 17 different countries.



# Milestones

- **December 2015:** Company Founded
- **January 2016:** Secured first 7-figure funding
- **April 2017:** First paying customers signed
- **November 2017:** Secured second 7-figure funding
- **December 2017:** Solved first 100,000 cases successfully
- **March 2018:** Solved >250,000 cases successfully
- **April 2018:** 100% renewal rate
- **November 2018:** Multi-million funding round for growth
- **April 2019:** Achieved a net dollar retention of +120%
- **October 2019:** Became a top rated AI platform on Capterra
- **December 2019:** Investitionsbank Berlin (IBB) funding granted to develop first ever NLP+DDT combo
- **January 2020:** App Store listing with Zendesk & Freshworks
- **August 2020:** Over 740,000 cases solved successfully



# Erik Pfannmöller

## CEO and founder

Erik Pfannmöller is the CEO of Solvemate, that he founded in 2015. Prior to Solvemate, Erik founded Vaola.de, an eCommerce platform that he lead for four years, reaching 70 employees. In his early 20s, Erik was a professional sportsman competing in white water canoe slalom and his career culminated in becoming World Champion in 2007 and winning the World Series for three consecutive years. Erik is the father of three little kids and is enjoying Geocaching, climbing, running and mountain biking.



# Christian Blomberg

## CCO and co-founder

Christian Blomberg is Chief Customer Officer (CCO) and co-founder of Solvemate. Christian has spent the last decade in the SaaS industry across Copenhagen, San Francisco and Berlin. Previous to his work at Solvemate, he was responsible for partnerships, sales and international growth in various leadership roles at Contentful and Podio.





# Jürgen Vogel

## CTO and co-founder

Jürgen Vogel is the Chief Technology Officer (CTO) and co-founder of Solvemate. Before founding Solvemate, Jürgen worked as a developer and coach in e-commerce and is now a partner at the consultancy etribes in addition to his work at Solvemate.



# Get in touch

**Do you have more questions about Solvemate?**

Feel free to reach out to our press agency Tonka to discuss your request:  
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