# **Aquant Media Kit**

### 1. Company Overview:

Aquant was founded in 2016 by Shahar Chen and Assaf Melochna to solve a defining problem in the service industry: expertise was thinning due to people in the field retiring while data kept growing, yet teams lacked a practical way to use that data to work smarter and faster. As Al adoption accelerated, IT leaders faced new pressures: deploy quickly, integrate across complex tech stacks, and prove value without adding complexity.

#### Who We Serve

Aquant partners with manufacturers—and other equipment-intensive sectors—where downtime is costly and customer expectations are high. Our primary users are field technicians and contact center agents who are responsible for keeping complex machinery running and customers satisfied. We also support service leaders, operations teams, IT, and anyone across the organization who benefits from having access to trusted service data and expert-level insights.

#### What We Do

Aquant is the **Agentic Al platform built for organizations that build, sell, and service complex equipment**. Unlike generic Al tools, Aquant combines deep domain expertise with intelligent agents that understand the language of service. The platform harmonizes service data, captures both documented knowledge and institutional know-how, and delivers contextual, context-aware guidance wherever people work—from the contact center to the field to the product team and beyond.

Teams get precise, step-by-step recommendations that reduce mean time to resolution, improve first-time fix rates, shorten ramp time for new hires, and cut avoidable dispatches—all while keeping deployment and administration frictionless for IT. With Voice AI and offline capabilities, Aquant ensures insights are always accessible, whether technicians are calling, typing, or working in the field.

No more guesswork. Just smarter service, higher uptime, and faster problem-solving—powered by agents built for every challenge. **Just ask Aquant.** 

Aquant operates from New York, Boston, and Tel Aviv, and has secured \$115 million in funding, including a \$70 million Series C in November 2021.

#### Headshots







From left to right: Shahar Chen, Assaf Melochna, Edwin Pahk

#### Shahar Chen, CEO and Co-Founder

Shahar Chen, CEO and co-founder of Aquant, is a seasoned entrepreneur with over 15 years of experience in the B2B software industry, specializing in SaaS service software. His expertise encompasses both business and technical aspects, driving innovation and excellence in the field service and contact center sector.

LinkedIn

#### Assaf Melochna, President and Co-Founder

Assaf Melochna is the President and co-founder of Aquant, where his blend of strong leadership and technical expertise drives the company's mission. An expert in service and enterprise software, Assaf's comprehensive business and technical acumen has been instrumental in shaping Aquant.

LinkedIn

#### Edwin Pahk, Head of Customer Success and Pre-Sales

Edwin Pahk is the Senior Vice President of Presales & Customer Success at Aquant, bringing over a decade of expertise in sales and product marketing within the tech industry. With a distinguished background in leadership positions at Salesforce and ClickSoftware, Edwin specializes in deploying and scaling AI solutions across enterprise organizations, ensuring their successful adoption and impact.

LinkedIn

3. Logos: HERE

#### 5. Customer Case Studies:

See Aguant's customer success stories here

### 6. Industry Insights:

See Aguant's latest reports and eBooks here

### 7. Awards and Recognition:

- 1. Aguant Earns Placement on Built In's Esteemed 2023 Best Places To Work List
- 2. Forbes 10 Under \$30M Forbes Israel
- 3. The Top 25 Software Leaders of New York for 2022
- 4. Service Council's Award for Most Viable Solution 2022
- 5. Service Council's Award for Best Overall Solution 2023
- 6. Aquant Earns "Highflier" Recognition by CB Insights for Execution and Innovation in Agent Support Tools

#### 8. Contact Information:

Micaela McPadden: micaela.mcpadden@aquant.ai

9. Additional Resources:

Link to resources page to find podcasts, webinars, or other content: <a href="https://www.aquant.ai/resources/">https://www.aquant.ai/resources/</a>

Link to blog page: <a href="https://www.aquant.ai/blog/">https://www.aquant.ai/blog/</a>

## 10. Boilerplates:

### [33 words]

Aquant is the Agentic AI platform transforming how complex equipment organizations operate. Purpose-built for companies that build, sell, and service advanced machinery, Aquant combines deep industry expertise with intelligent agents that turn data and know-how into instant, actionable insights. Learn more at <a href="https://www.aquant.ai">www.aquant.ai</a>.

#### [64 words]

Aquant is the Agentic AI platform built for organizations that build, sell, and service complex equipment. Unlike generic AI tools, Aquant combines deep domain expertise with intelligent agents that understand the language of service. The platform captures both documented knowledge and institutional know-how, delivering expert guidance to every role—from technicians to business leaders. With Voice AI and offline capabilities, Aquant meets teams wherever they work—keeping insights accessible in any form, online or off. By analyzing real-world service data, Aquant helps businesses troubleshoot faster, train smarter, cut costs, and drive growth. Learn more at <a href="https://www.aquant.ai">www.aquant.ai</a>

#### [128 words]

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