

# 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 – as a result of many 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 AI 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, or anyone in the organization that would benefit from having access to the company's service data.

### **What we do**

Aquant's agentic AI platform harmonizes service data, captures and scales expert knowledge, and delivers contextual, workflow-aware guidance wherever people work, from the contact center to the field. Teams get precise, step-by-step recommendations that reduce mean time to resolution, improve first-time fix rates, shorten ramp for new hires, and cut avoidable dispatches, while keeping deployment and administration frictionless for IT. No more guesswork. just smarter service and higher uptime. 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 :





# aquant

## 5. Customer Case Studies:

[See Aquant's customer success stories here](#)

## 6. Industry Insights:

[See Aquant's latest reports and eBooks here](#)

## 7. Awards and Recognition:

1. [Aquant 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](mailto:micaela.mcpadden@aquant.ai)

## 9. Additional Resources:

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

Link to blog page: <https://www.aquant.ai/blog/>

## 10. Boilerplates:

### **[33 words]**

Aquant is the only end-to-end agentic AI platform for service organizations responsible for maintaining complex equipment, delivering expert-level knowledge and guidance through pre-built or custom AI agents. Learn more at [www.aquant.ai](http://www.aquant.ai).

---

### **[64 words]**

Aquant is the only agentic AI platform purpose-built for service organizations that maintain complex equipment. By combining domain expertise with intelligent agents, Aquant delivers expert-level answers tailored to every task, user, and machine. The platform captures and applies service data and institutional knowledge to improve troubleshooting, accelerate training, reduce costs, and transform service operations into revenue drivers. Learn more at [www.aquant.ai](http://www.aquant.ai).

---

### **[128 words]**

Aquant is the Agentic AI platform purpose-built for service organizations that maintain complex equipment. Unlike generic AI tools, Aquant combines domain expertise with the power of intelligent agents, enabling teams to build, integrate, and deploy AI Agents for any challenge, across any channel. The platform captures both documented knowledge and the institutional expertise of service professionals, ensuring that field technicians, contact center agents, service leaders, and customers get expert-level guidance tailored to every job, user, machine, or task. By analyzing service data – from machine history and service manuals to technician notes and real-world repair patterns – Aquant improves troubleshooting, accelerates workforce training, reduces costs, upsells service contracts, and turns service operations into a powerful revenue engine. With Aquant AI, service teams are ready for anything. Learn more at [www.aquant.ai](http://www.aquant.ai).

