

2026



CORPORATE PROFILE

Ban Viet Technology Services Co., Ltd (ZiniSoft)



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Letter of Introduction

Dear Partners and Clients,

First and foremost, **Ban Viet Technology Services Co., Ltd (ZiniSoft)** – a pioneer in developing software ecosystems powered by Vietnamese intelligence – extends our warmest greetings and wishes for your continued prosperity and success.

We are navigating a volatile era where the "flat world" is no longer a new concept, but the explosion of **Artificial Intelligence (AI)** has become the definitive key to survival. To maintain a competitive edge, optimizing productivity and quality control must transcend simple "computerization" and move toward "intelligent transformation."

At **ZiniSoft**, we believe that integrating cutting-edge technologies like RAG, Agentic AI, and Local LLMs is the fastest route for enterprises to streamline workflows, cut costs, and eliminate operational waste.

With over 15 years of field-tested experience in specialized industries, **ZiniSoft** is dedicated to "productizing" bespoke AI solutions. We don't just provide tools; we create "**Digital Personnel**" who understand your business logic to solve the most complex digital transformation challenges of the new millennium.

At **ZiniSoft**, your success is the ultimate measure of our prestige. Every solution we deliver carries our core commitment: Proven Efficiency – Optimized Cost – Absolute Security.

We look forward to becoming your strategic partner in building sustainable value and achieving groundbreaking milestones together.

Sincerely,





Founder's Profile

VÕ THIÊN THÀNH Founder & CTO

Software Architect with 15 years of experience in high-traffic systems. Lead researcher and architect for RAG, Agentic AI, and Local LLM deployments at ZiniSoft.



NGUYỄN PHẠM TUẤN VINH Founder - CEO

20+ years of expertise in IT and Cybersecurity. 15 years leading digital transformation for top-tier healthcare corporations (Hanh Phuc, Tam Anh, Hoan My).

Why Choose ZiniSoft?

From Outsourcing to Intelligent Solutions

We provide optimized AI modules ready for seamless integration.



Data Sovereignty

Our Local AI solutions ensure your business intelligence remains entirely within your control.

Field-Proven Scalability

Inheriting expertise from systems handling 20M+ transactions for banking and global manufacturing chains.

At **ZiniSoft**, our customer service is built on these core principles:

- **Fast & Efficient:** Quick response to every client need.
- **Reliability:** Guaranteed 24/7 service continuity.
- **Dedication:** Enthusiastic, attentive, and professional support.
- **Competitive Value:** High-quality services at the most reasonable market rates.



Core AI Product Suite

ZiniMind (Smart Knowledge Management)

An advanced RAG system that transforms your internal documents (PDFs, Docs, Wikis) into an interactive, intelligent brain.

ZiniVoice (Next-Gen AI Voice Bot)

Ultra-low latency STT/TTS integration. Natural, human-like voice for 24/7 customer service and medical scheduling.

ZiniFlow (Agentic AI & Smart POS/Kiosk)

Autonomous AI that doesn't just respond—it acts. Automate order processing and logistics (UberX/DoorDash) with zero human intervention.

ZiniEdge (Local AI & Privacy-First Infrastructure)

Deploy high-parameter LLMs (up to 70B) on-premise. No monthly cloud fees; absolute data isolation.

ZiniMind

Smart Knowledge Management



01

Corporate Knowledge Digitization

Turning fragmented internal data into a centralized, interactive intelligent brain.



Corporate Knowledge Digitization

- **Centralized Intelligence:** Eliminate fragmented data silos by synchronizing information across your entire system.
- **Comprehensive Understanding:** Beyond simple text, ZiniMind analyzes and masters complex administrative records, project dossiers, and intricate technical procedures.



Instant Information Retrieval

- **Millisecond Response:** Capability to provide precise answers to complex queries in a heartbeat.
- **Context-Aware Accuracy:** No more manual searching; get the exact information you need, cited directly from your internal sources.



24/7 AI-Powered Support

- **Always-On Assistance:** A tireless virtual expert available around the clock to support your team.
- **Scalable Precision:** Maintain high-level accuracy and consistency in every interaction, **24 hours a day, 7 days a week.**



ANTHROPIC



LangChain



Ollama



Pgvector



ZiniFlow

AGENTIC AI & SMART POS/KIOSK

02

The Future of Autonomous Service Execution

The modern service landscape demands a shift from passive digital interfaces to autonomous operational intelligence. **ZiniFlow** is our flagship Agentic AI system, seamlessly integrated into specialized POS/Kiosk hardware. It enables businesses to move beyond simple interactions to the direct execution of complex, real-world tasks with **zero human intervention**.



Autonomous AI that doesn't just respond—it acts.

END-TO-END AUTONOMY

From initial customer greeting to final delivery dispatch, ZiniFlow manages the entire operational lifecycle.

SPECIALIZED HARDWARE INTEGRATION

Optimized for Kiosks and POS systems to ensure high performance and reliability in high-traffic environments

OPERATIONAL EFFICIENCY

Eliminates the gap between customer intent and business fulfillment, reducing labor costs and human error



CORE CAPABILITIES

- Intelligent Conversational Ordering**
 Frictionless Intake: Leveraging advanced Natural Language Understanding (NLU) to capture customer intent and personalize preferences in real-time.
- Autonomous Sales Optimization**
 Data-Driven Upselling: Analyzes real-time transaction data to provide intelligent product recommendations, naturally increasing Average Order Value (AOV).
- Seamless Logistics Orchestration**
 Automated Fulfillment: Direct API integration with global delivery platforms (UberX, DoorDash). The AI triggers dispatch commands and coordinates delivery logs the moment an order is finalized.

03

ZiniVoice integrates state-of-the-art Speech-to-Text (STT) and Text-to-Speech (TTS) engines to create a seamless, natural, and highly responsive conversational experience. We connect businesses with their customers through voices that are as authentic and flexible as a human expert at every touchpoint.

ELITE TECH STACK

Powered by industry leaders—Deepgram, Cartesia, and Lyria 3—to guarantee lightning-fast response speeds with maximum transcription accuracy.

NATURAL PROSODY

Advanced linguistic models deliver emotional nuances and human-like tones, fostering immediate trust and proximity.

REAL-TIME SYNCHRONIZATION

Instantaneously converts dialogue into structured data, updating your enterprise management systems (CRM/ERP) in real-time.



THE STRATEGIC ADVANTAGE

- **24/7 Availability:** Break the time barrier. Provide continuous, high-quality customer engagement around the clock without downtime.
- **Limitless Scalability:** Capable of handling thousands of concurrent calls with consistent service quality—perfectly suited for large-scale outreach and peak-hour demands.
- **Cost Optimization:** Significantly reduce overhead associated with traditional call centers while eliminating human-induced errors.



BUSINESS VALUE & IMPACT

- **Maximum Operational Productivity:** Automate routine customer service workflows, allowing your human talent to focus on high-value strategic tasks.
- **Instant Problem Resolution:** Address customer inquiries and scheduling needs (e.g., Medical Appointments) immediately, ensuring absolute peace of mind.
- **Sustainable Competitive Edge:** Investing in high-tier Voice AI solidifies your brand's prestige and ensures long-term market leadership in the digital era.

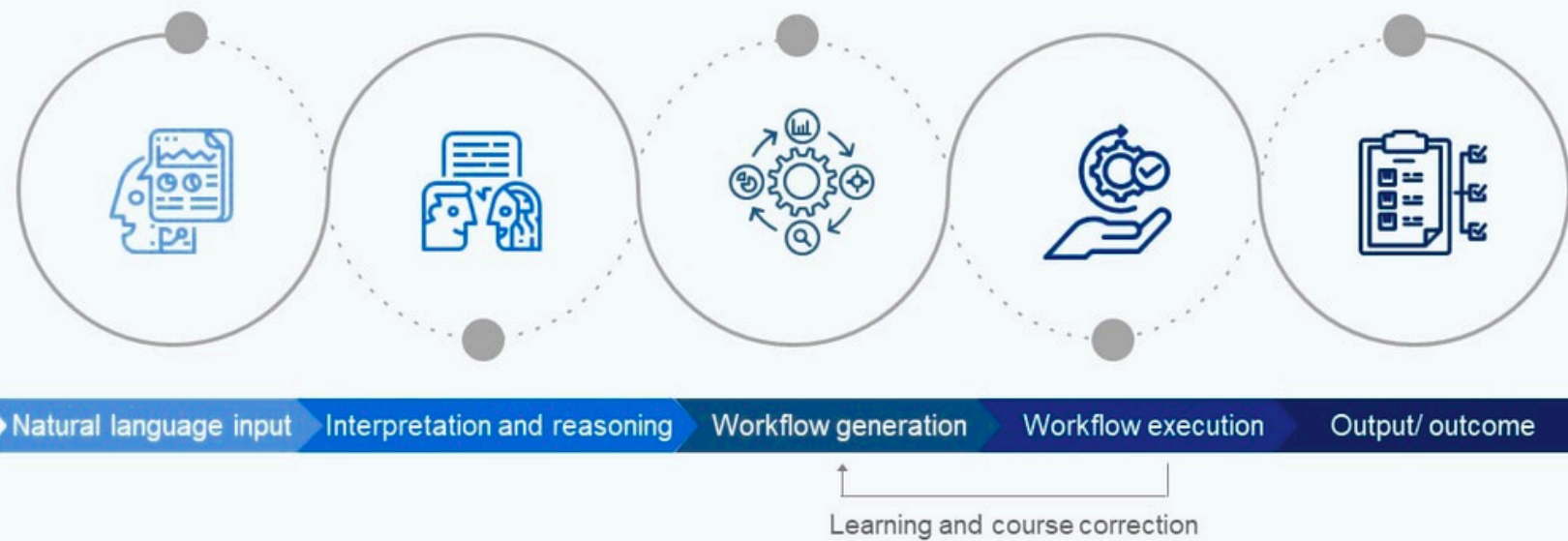
ZiniEdge

LOCAL AI & PRIVACY-FIRST INFRASTRUCTURE

04

Agentic AI Simplified

Human intervention/review can happen at multiple points, as needed or deemed necessary



COMPLETE DATA SOVEREIGNTY – ABSOLUTE CYBERSECURITY

- **On-Premise Power & High-Parameter LLMs:** Deploy high-parameter LLMs (up to 70B) directly on your internal infrastructure with zero reliance on the public cloud.
- **Operational Autonomy & Independence:** Full ownership and localized control for maximum reliability.
- **Bespoke Customization & Specialized Training:** Tailoring AI to your organization's unique DNA.



THE ECONOMIC & SECURITY EDGE

- **\$0 Monthly Cloud Fees:** Eliminate the escalating costs of third-party AI subscriptions and API usage fees.
- **Absolute Privacy:** Your proprietary data never leaves your premises, fulfilling the strictest compliance and regulatory requirements.
- **Elite Performance:** Optimized for high-speed response by leveraging local hardware (e.g., Ryzen 9 9950X & Dual RTX GPUs).

ZiniEdge

DATA PRIVACY & CYBERSECURITY COMMITMENT



YOUR DATA IS A MISSION-CRITICAL ASSET

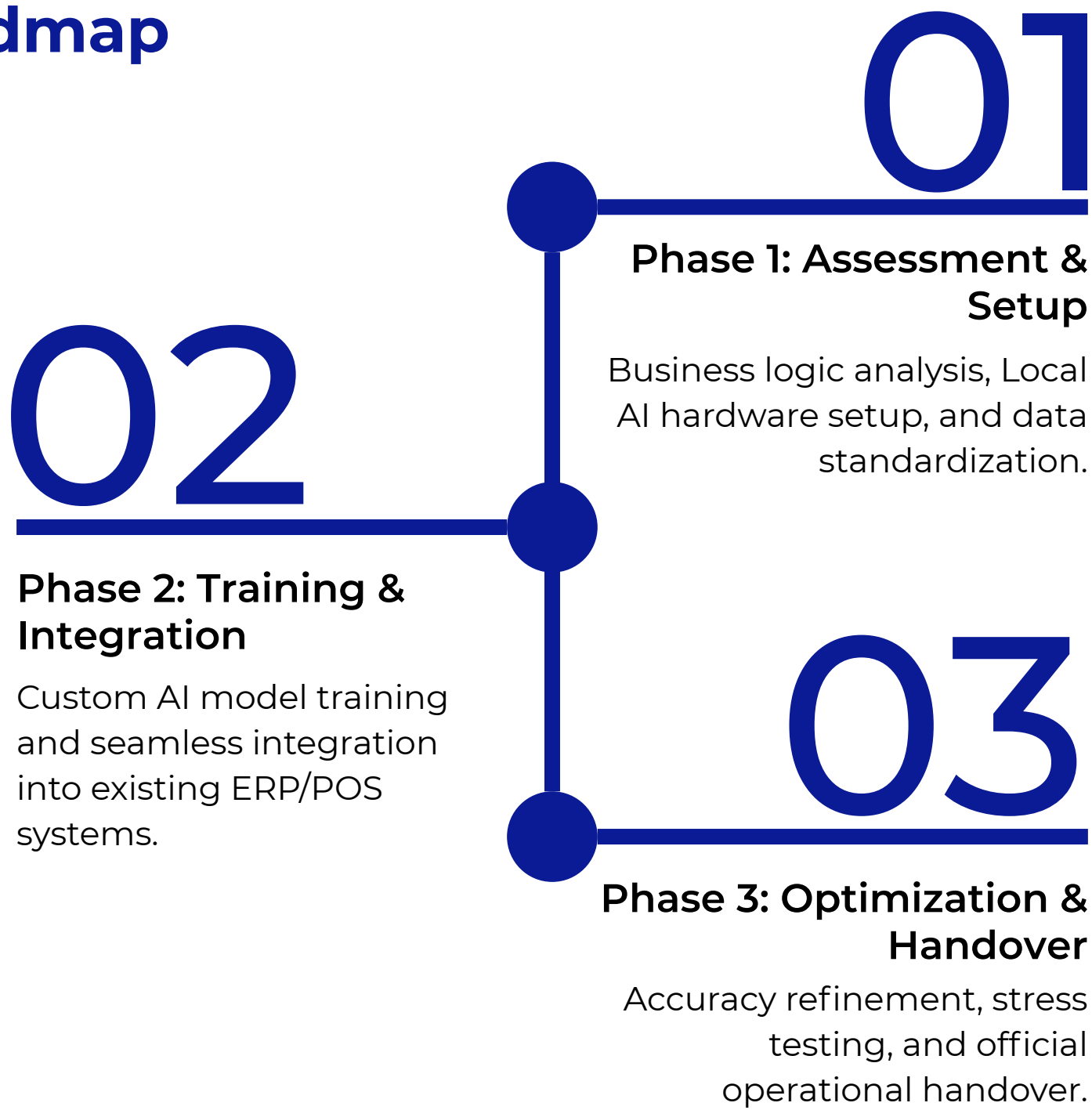
“At ZiniSoft, we safeguard corporate intelligence with the most rigorous security protocols.”

In the new millennium, data is the definitive reflection of an enterprise’s prestige and competitive edge. ZiniSoft’s AI-First solutions are engineered to eliminate the paramount concern of our partners: Absolute Internal Data Sovereignty.




OUR CORE SECURITY PILLARS

- **On-Premise Deployment (Local AI)** Air-Gapped Environment: The entire system operates exclusively within your corporate intranet. We guarantee that zero data is transmitted to international cloud environments.
- **Zero-Training Policy** Data Integrity: We strictly commit that customer-proprietary data is never utilized to train public AI models or any third-party systems.
- **End-to-End Protection:** All data is secured with End-to-End Encryption (E2EE). Access is strictly governed by multi-tier authorization protocols, ensuring information is only available to the right personnel.

Implementation Roadmap



ROI Dashboard

TRADITIONAL OPERATIONS	VS	ZINISOFT AI ECOSYSTEM
(15-30m) <i>Traditional</i>	 Knowledge Retrieval	<5 seconds <i>98% Time Saved.</i>
Business Hours <i>Time limited</i>	 Customer Care	24/7 <i>Unlimited Concurrent Calls</i>
Manual Entry <i>Order confusion and processing delays</i>	 Operations	80% Automation <i>Zero Dispatch Errors.</i>



THANK YOU

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