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Coveo Services Now Available in the Amazon Web Service (AWS) Canada Region

Coveo customers in Canada can now keep their data in-country and benefit from lower latency, greater fault tolerance and gain resiliency for critical cloud workloads

MONTREAL, May 25, 2023 (GLOBE NEWSWIRE) -- [Coveo](#) (TSX:CVO), a leader in AI platforms that transform digital experiences with intelligent search, recommendations, 1:1 personalization, and merchandising, today announced that Canadian customers can now access the Coveo Relevance Cloud™ on the AWS Canada (Central) Region.

By leveraging the AWS Canada (Central) Region, a cluster of several data centers located in Montreal, Coveo will enable customers with data residency preferences (regulatory, compliance or other) to securely store data in Canada. Local AWS infrastructure facilities mean that customers can do more in terms of running mission-critical applications that need the lowest possible latency, and benefit from more flexibility.

“More than 12 years later, it's clear that AWS was the right choice for Coveo. AWS now offers many managed services that we leverage in our infrastructure. It speeds up development and enables our people to focus on delivering values and not maintain the base services or the infrastructure. AWS has been a great collaborator over the years and provided support and guidance in many ways,” said Marc Sanfaçon, Co-Founder and SVP of Technology at Coveo.

“AWS technology makes it easier for us to scale up capacity to meet increasing demand. And their robust infrastructure, distributed data centers and failover features allow us to maintain near perfect uptime on our critical services which translates into better uptime and lower latency for our customers,” said Sanfaçon.

Coveo developed its multi-tenant search infrastructure on AWS in 2011, resulting in increased agility, rapid innovation, the ability to expand into new markets and to scale up to support a growing demand. Coveo supports all of its global customers with its cloud infrastructure.

“As Canadian businesses adopt cloud and AI solutions at an accelerated pace, they're looking to get more from their data, faster,” said Eric Gales, Country Director, AWS Canada. “The Coveo Relevance Cloud™ AI platform, combined with AWS, will help Canadian businesses optimize costs, increase agility, innovate faster, and do more with data, while keeping it in-country.”

“As a provider of legal services, it is crucial to ensure that our clients' data is protected and compliant with Québec data privacy regulations,” said Dave Hinse, Director of IT and Information Security at CAIJ. “The importance of data residency in Québec lies in the province’s legal framework and data protection laws, which require organizations to store and process personal information within Québec's borders. By choosing to leverage Coveo’s services from the AWS Region based in Québec, the CAIJ can ensure that our clients' data is secure, accessible, and meets regulatory requirements.”

Coveo is currently available in seven other AWS Regions around the world including Europe, the United States, and Australia. Coveo AI-powered Search is now available in the [AWS Marketplace](#).

About Coveo

We believe AI is a competitive imperative to deliver the delightful and relevant digital experiences people expect, while maximizing profitability. Coveo accelerates the application of AI platforms in enterprises, helping them personalize and profitize every experience at scale.

The Coveo Relevance Cloud™ platform is a market-leading AI platform that enhances search, recommendations, personalization, and merchandising intelligence in digital experiences across commerce, service, website, and workplace applications. Coveo’s platform includes analytics, AI model testing capabilities, and can easily integrate into almost any digital user experience a large enterprise delivers. Our platform is cloud-native SaaS, multi-tenant, API-first, and headless.

Coveo has been a pioneer in the application of AI within the enterprise. Our Coveo Relevance Generative Answering capability, which integrates LLM technologies with Coveo’s platform to feed generative AI with a common, secure unified index and real-time content, helps to drive relevance at scale, consistent factuality, secure sources of truth across all channels, and specifically solves the key challenges found with other generative AI platforms for the enterprise.

We help hundreds of the world’s leading brands create tangible financial value. We believe our platform is differentiated by its sophisticated applied AI, designed to deliver highly relevant, bespoke digital experiences that drive superior business outcomes. In addition, our platform’s scalability, rapid time to value, enterprise-grade security and compliance, and native integrations with other third-party technology applications set us apart. We are a Salesforce Summit ISV Partner, an SAP® Endorsed App, and an Adobe Accelerate Exchange Partner.

Coveo is a trademark of Coveo Solutions Inc.

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Forward-Looking Information

This press release contains “forward-looking information” and “forward-looking statements” within the meaning of applicable securities laws (collectively, “forward-looking information”). This forward-looking information is identified by the use of terms and phrases such as “may”, “would”, “should”, “could”, “might”, “will”, “achieve”, “occur”, “expect”, “intend”, “estimate”, “anticipate”, “plan”, “foresee”, “believe”, “continue”, “target”, “opportunity”, “strategy”, “scheduled”, “outlook”, “forecast”, “projection”, or “prospect”, the negative of these terms and similar terminology, including references to assumptions, although not all forward-looking information contains these terms and phrases. In addition, any statements that refer to expectations, intentions, projections, or other characterizations of future events or circumstances contain forward-looking information. Statements containing forward-looking information are not historical facts but instead represent management’s expectations, estimates, and projections regarding future events or circumstances.

Forward-looking information is necessarily based on a number of opinions, estimates, and assumptions that we considered appropriate and reasonable as of the date such statements are made. Although the forward-looking information contained herein is based upon what we believe are reasonable assumptions, actual results may vary from the forward-looking information contained herein. Certain assumptions made in preparing the forward-looking information contained in herein include, without limitation: our ability to capitalize on growth opportunities and implement our growth strategy; our ability to attract new customers, both domestically and internationally; the success of our efforts to expand our product portfolio and market reach; our ability to maintain successful strategic relationships with partners and other third parties; our future capital requirements; the available liquidity under our revolving credit facility; the accuracy of our estimates of market opportunity and growth forecasts; our success in identifying and evaluating, as well as financing and integrating, any acquisitions, partnerships, or joint ventures; our ability to execute on our expansion plans; and the future impact of the COVID-19 pandemic. Moreover, forward-looking information is subject to known and unknown risks, uncertainties, and other factors, many of which are beyond our control, that may cause the actual results, level of activity, performance, or achievements to be materially different from those expressed or implied by such forward-looking information, including but not limited to macro-economic uncertainties and the risk factors described under “Risk Factors” in the Company’s most recently filed Annual Information Form available under our profile on SEDAR at www.sedar.com. There can be no assurance that such forward-looking information will prove to be accurate, as actual results and future events could differ materially from those anticipated in such information. Accordingly, prospective investors should not place undue reliance on forward-looking information, which speaks only as of the date made.

Moreover, we operate in a very competitive and rapidly changing environment. Although we have attempted to identify important risk factors that could cause actual results to differ materially from those contained in forward-looking information, there may be other risk factors not presently known to us or that we presently believe are not material that could also cause actual results or future events to differ materially from those expressed in such forward-looking information.

You should not rely on this forward-looking information, as actual outcomes and results may differ materially from those contemplated by this forward-looking information as a result of

such risks and uncertainties. Additional information will also be set forth in other public filings that we make available under our profile on SEDAR at www.sedar.com from time to time. The forward-looking information provided in this press release relates only to events or information as of the date hereof, and are expressly qualified in their entirety by this cautionary statement. Except as required by law, we do not assume any obligation to update or revise any forward-looking information, whether as a result of new information, future events, or otherwise, after the date on which the statements are made or to reflect the occurrence of unanticipated events.



Source: Coveo Solutions Inc.