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Coveo joins AWS ISV Accelerate Program, bringing market-leading AI search, recommendations and generative experiences to enterprise customers

MONTREAL and SAN FRANCISCO, Oct. 30, 2024 /CNW/ - [Coveo](#) (TSX: CVO), the leading enterprise AI platform that brings AI search and generative AI to every point–of-experience, announced today that it has joined the Amazon Web Services (AWS) Independent Software Vendor (ISV) Accelerate Program, a co-sell program for AWS Partners that provides software solutions that run on or integrate with AWS. The program helps AWS partners drive new business by directly connecting participating ISVs with the AWS Sales organization.

"By joining the AWS ISV Accelerate Program, enterprise customers will now have access to our AI experts and industry-leading search, recommendation and generative answering capabilities," said John Grosshans, Chief Revenue Officer at Coveo. "We're streamlining our ability to deliver industry-leading AI and generative AI solutions to customers worldwide by working with AWS field sellers and providing access to simplified transactions in AWS Marketplace."

With over a decade of AI innovation, Coveo helps enterprises bring relevance, personalization and generative experiences to every touchpoint. Whether for ecommerce, customer service, websites, or workplace applications, Coveo's AI search, recommendations, and relevance-augmented generative answering deliver relevant and accurate information securely at scale.

With generative AI (GenAI), Retrieval-Augmented Generation (RAG) lets enterprises ground large language models (LLMs) in their own data, but retrieval—the hardest part—requires pulling accurate, relevant information from vast, fragmented and secure sources. This process is key to ensuring AI-generated responses offer a high degree of relevance and precision, from current data, securely across all digital experiences. Last month, Coveo launched its [Relevance-Augmented Passage Retrieval API](#), enabling enterprises to integrate advanced AI retrieval into their LLM applications for more accurate, secure, and relevant answers based on their own secure knowledge. Access to Coveo's unified index, AI search and relevance capabilities, will make it easier for enterprises to accelerate their development of GenAI applications by leveraging Coveo's new API.

The AWS ISV Accelerate Program provides Coveo with co-sell support and benefits to meet customer needs through collaboration with AWS field sellers globally. Co-selling provides better customer outcomes and assures mutual commitment from AWS and its partners.

AWS ISV Accelerate Program members are held to the industry's highest standards and must undergo a comprehensive evaluation to gain acceptance into the program. Coveo participated in a thorough architectural and security review to ensure the quality and design of its solutions. Proof of customer excellence was also reviewed to validate the successes Coveo enterprise customers have achieved across industry verticals.

Learn more [here](#).

About Coveo
We strongly believe that the future is business-to-person. That experiences are today's competitive front line, a make or break for every business. We also believe that remarkable experiences not only enhance user satisfaction but also yield significant gains for enterprises. That is what we call the AI-Experience Advantage – the degree to which the content, products, recommendations, and advice presented to a person online aligns dynamically with their needs, intent, preferences, context, and behavior, resulting in superior business outcomes.

To realize this AI-Experience Advantage at scale, enterprises require a robust, spinal and composable infrastructure capable of unifying content securely and delivering AI search, AI recommendations, true personalization, and a trusted generative experience at every touchpoint with each individual customer, partner and employee.

Coveo is dedicated to bringing this advantage to every point-of-experience, using powerful data and AI models to transform the enterprise in commerce, customer service, website and workplace.

The Coveo platform is ISO 27001 and ISO 27018 certified, SOC2 compliant, HIPAA compatible, with a 99.999% SLA available. We are a Salesforce ISV Partner, an SAP Endorsed® App, an Adobe Gold Partner, MACH Alliance member, Optimizely Partner and a Genesys AppFoundry ISV Partner.

Coveo is a trademark of Coveo Solutions Inc.

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. 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.sedarplus.ca. 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.

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.

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