



# Press Release

June 2025

## **Veolia Water France selects Konverso to improve the employee experience through AI**

Veolia France, Water business, national leader in water management. Committed to a responsible digital transformation, Veolia Water in France has chosen Konverso to enrich the AI assistance solution offered to its employees.

The integration of an AI agent from Konverso into the internal IT services portal aims to simplify access to services, speed up responses to requests and provide a smooth and consistent experience. Veolia Water France has also deployed an AI agent from Konverso in its service center with technicians to speed up processing times and the resolution of internal tickets.

**"By integrating a secure and sovereign AI agent into the daily lives of our employees, via our internal IT services portal, we are taking a key step towards a more responsive IT department, and fully at the service of its users."**

*— Etienne Meunier, Director of the Regional Service Center at the IT Department of Veolia France, Water activity*

**"At Veolia Water France, we place digital innovation at the service of operational efficiency and quality of service. By integrating AI agents such as those of Konverso, we strengthen the autonomy of our teams, accelerate responses to the needs of the field and contribute to a useful, sustainable digital transformation aligned with our GreenUp ambition."**

*— Meriem Riadi, Chief Information Officer of Veolia France, Water activity*

**"One of the strengths of the Konverso platform is its ability to use existing data and workflows in our customers' environments like Google Workspace and ServiceNow to enable our AI agents to quickly and securely create high value."**

— *Bertrand LAFFORGUE, President and co-founder, Konverso*

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## **ABOUT VEOLIA**

The Veolia Group's ambition is to become the benchmark company for ecological transformation. Present on five continents with 215,000 employees, the Group designs and deploys useful and concrete solutions for water, waste and energy management that are helping to radically change the situation. Through its three complementary activities, Veolia contributes to developing access to resources, preserving available resources and renewing them. In 2024, the Veolia group served 111 million people with drinking water and 98 million with sanitation, produced 42 terawatt hours of energy and treated 65 million tons of waste. Veolia Environnement (Paris Euronext: VIE) generated consolidated revenue of €44.7 billion in 2024. **[www.veolia.com](http://www.veolia.com)**

## **ABOUT KONVERSO**

Konverso is a no-code AI platform that enables businesses to create and deploy custom AI agents for a variety of business functions such as customer support, IT, HR, sales, marketing, and knowledge management. These AI agents help teams automate tasks, improve productivity, and enrich the user experience by leveraging company data securely. GDPR compliant, the platform offers European data residency, is SOC 2 Type II certified, and is designed for easy setup, with no coding skills required. It relies on frugal and responsible AI models such as Mistral.ai.

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