dk techin

Connect Everything
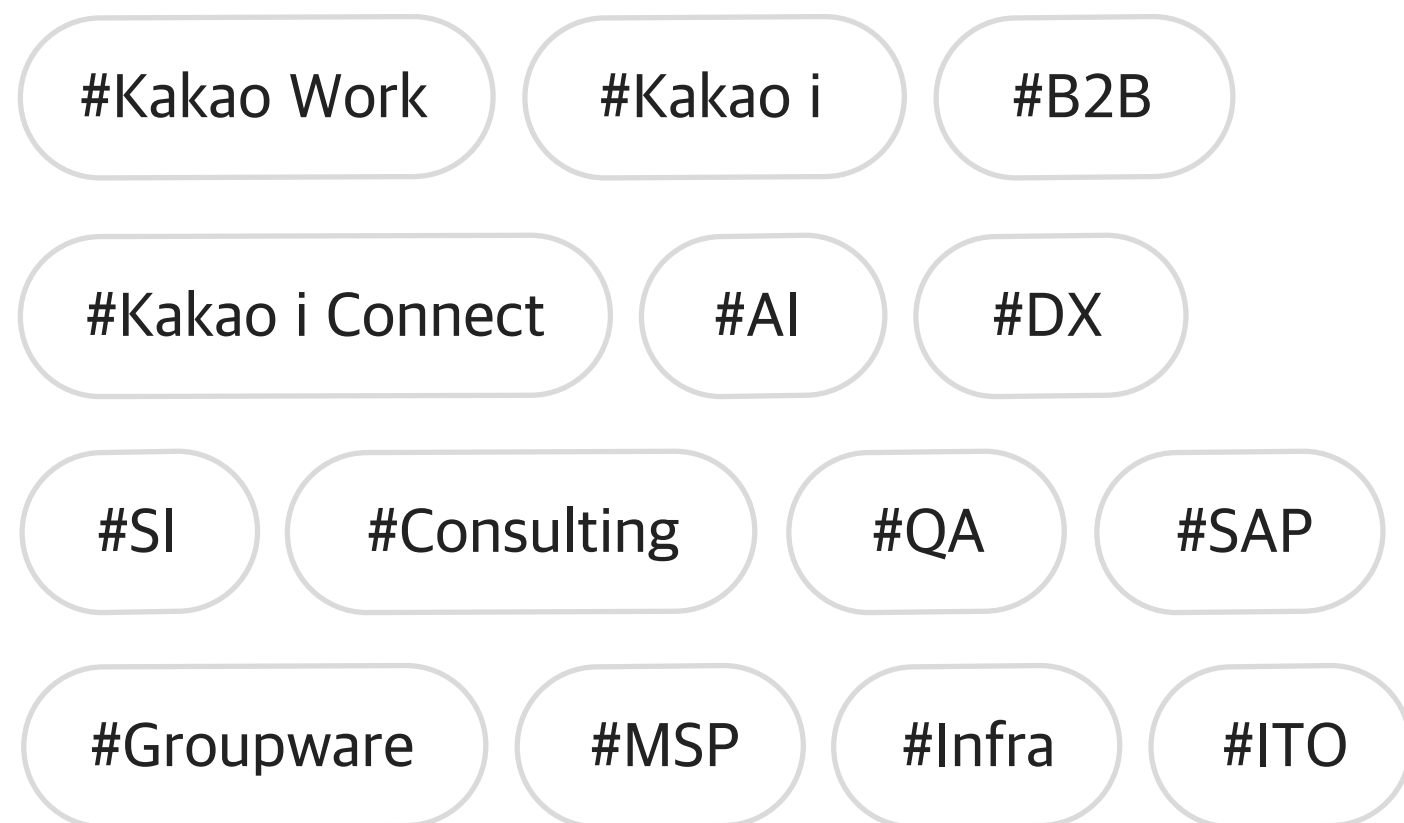
A specialized total IT service group
dk techin

___

dk techin, a specialized IT total service provider,

creates digital innovation together with customers

based on technological expertise accumulated for many years,

deep understanding of domains, and business know-how.

INDEX

#Kakao Work #Kakao i #B2B

#Kakao i Connect #AI #DX

#SI #Consulting #QA #SAP

#Groupware #MSP #Infra #ITO

dk techin a kakao company

About dk techin

Company Name	dk techin
CEO	Wonju Lee
Company Category	Applied software development and supply, software database information processing and technology, Internet service, etc.
Business address	3 Fl, 235, Pangyoyeok-ro, Bundang-gu, Seongnam-si, Gyeonggi-do (N-Wing, H Square)
Phone	+82 – 31 – 606 – 4600 , FAX : +82 – 31 – 624 – 4670
Email	contact.dkt@kakaocorp.com
Date of Establishment	August 1, 2015
No. of Employees	740
Corporation Registration No	131111 – 0418804
Business Registration No	606 – 87 – 00134

dk techin business

Kakao Work	**Kakao i**	**Kakao i Connect Center**
Kakao i Connect Always	**Kakao i Connect Talk**	**Kakao i Connect Message**
Digital Transformation	**SAP ERP**	**ITO**

01. Kakao Work

Total Groupware Work Solution

We offer "easy and convenient" work environment through convenient and secure communication tools and a intuitive work collaboration platform.

Kakao Work aims to provide a smart work experience by offering a total groupware tailored to the hybrid working and AI era.

📌 Enterprise-level security and other enhanced features

📌 Various solutions which can be added or removed at the module level

📌 Links to the customer's legacy system based on integrated IAM

dk techin a kakao company

01. Kakao Work | Total Groupware Work Solution

Work Solution

Consulting and tailored solutions optimized for corporate work environments
Easy usability in mobile environments such as AI chatbots
26 solutions including e-approval, expense management, procurement, asset management, e-HR, etc

Work Messenger

Work communication tool
Communication tools including a messenger, email, calendar and video conference
and agent-based account services (including the organization chart)

Internal System Implementation & Consulting

Total groupware consulting and support for company system DX
Links to various legacies and optimization
Integration with different services for convenient interface

Total Groupware Work Solution, Kakao Work

HR	Business/GA	General/Work Tool	Other
IAM/Org Chart	e-approval	Messenger	Workboard
Attendance/Leave	expense management	Video Conference	Procurement system
Performance	space booking	Calendar	Training support
Task Management	resource booking	Email	Document conversion
Project Management	asset management	BBS	Organizational health
Onboarding	parking support	Survey	
e-HR		Scheduling	

Features and Keywords

01. Communication/Collaboration

Communication features enabling convenient communication anytime anywhere, various features and convenient UX supporting maximum efficiency through collaboration between staff members

02. In-house Service

Essential in-house services including dashboard, e-approval, attendance management, bulletin board, space booking, HR assessment and leave management

03. Integrated linkage

Integrated log-in management using the SSO method between services through linkage to various systems and account integration

04. AI Chatbot

Real-time task performance and management using AI technology within the messenger to help staff members do their job conveniently

05. Security

Secure service stability through actions and activities meeting authentication and certification standards based on information security and privacy protection management system authentication

06. Expansion/Synchronization

Allow smooth linkage and integration with other systems, and support customization for expansion/ synchronization

02. Kakao i

AI service provided by Kakao

We provide a B2B platform to help anyone create and use services without professional knowledge or learning infrastructure related to AI.

....

Kakao i understands conversations based on
Kakao i engine and extensive data,
and recognizes images and voices,
thereby supporting an efficient business environment.

📌 You can also connect Kakao i Assistance to various information and use them for services

hey Kakao
Kakao i Auto
Kakao Home
Kakao i Place

dktechin a kakao company

9
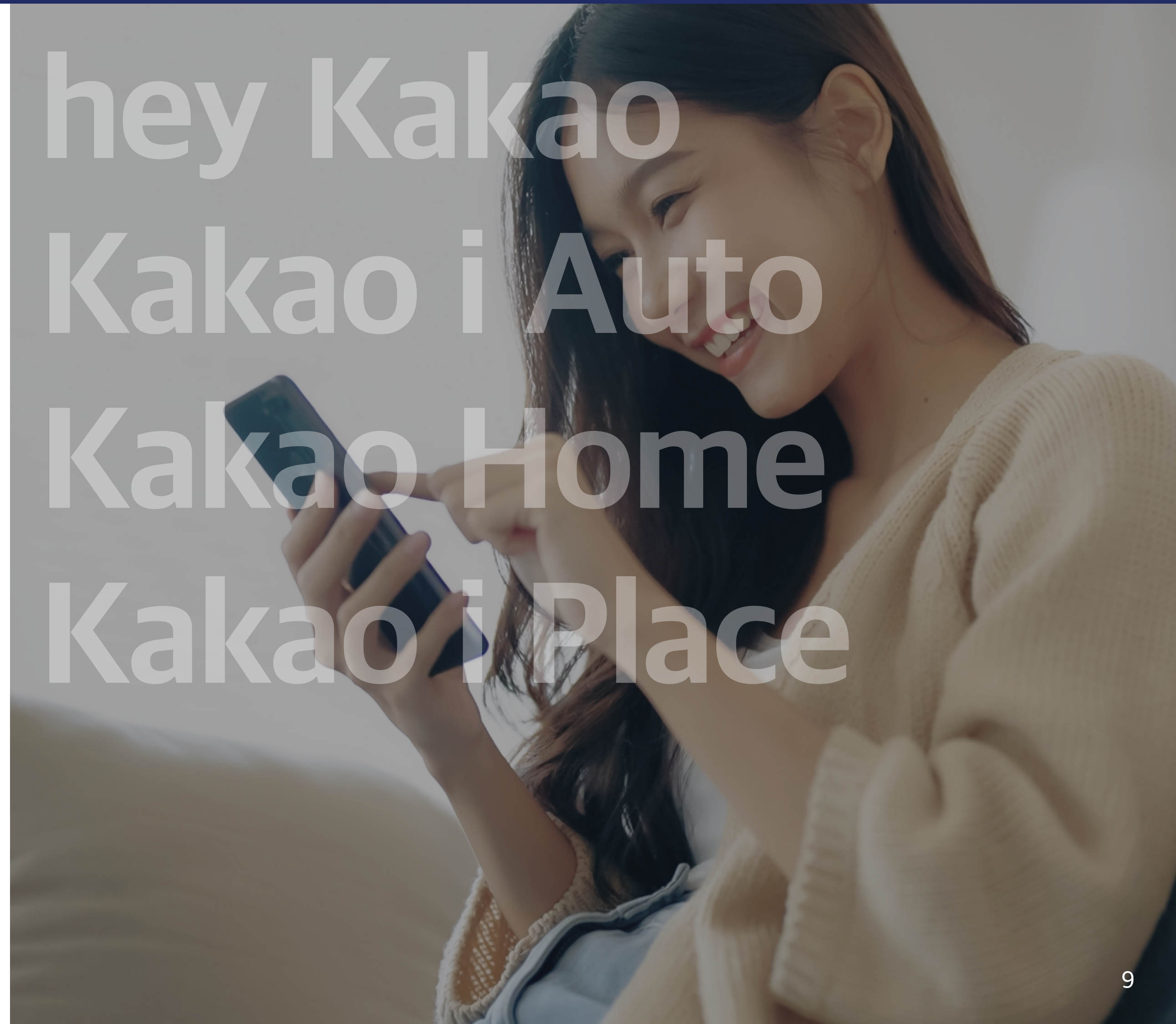
Kakao i Inside

A brand and certification mark guaranteeing Kakao i technology for new user experiences

KakaoTalk | Mobile app | Device | Automobile | Smart home | AV devices

Meet Your Kakao i

Kakao i

Visual engine | Voice engine | Music engine | Translation engine

Chat engine | Recommendation engine

Make Your Kakao i

Kakao i Open Builder

A Kakao i development platform open to everyone who wants to use Kakao's AI technology

Chat | Translation | Life/Convenience | News/Info | Finance

Order/Pay | Edu/Kids | Mobility/Call

---

kakao i INSIDE × **kakao brain**

Connect CX, Bot, Biz Message   Interface for Generative AI

Voice Processing / Speech and Audio Engine

Mutual conversion of voice and text, integrating pre-processing and post-processing for refined output

Voice recognition | Noise cancelling | Keyword extraction | Speech synthesis

Speaker recognition | English pronunciation evaluation

Natural Language Processing / Conversation Engine

Understanding and analyzing natural language in everyday contexts and grasping the intent and context of conversations and emotions, in order to provide the most appropriate answers to questions

Morpheme analysis | Q&A | Conversation understanding | Spelling check

Machine reading comprehension | Emotion analysis | Text similarity | NL 25QL

Risky speech classification | keyword extraction | keyword matching | small talk

document translation | chat translation

02. Kakao i | Kakao i Auto / Kakao Home / Kakao i Place

We provide innovative experiences through Kakao's AI technology in many places of life such as cars, living spaces and commercial spaces.

Kakao i Auto

i Auto | kakaoT | Hey kakao
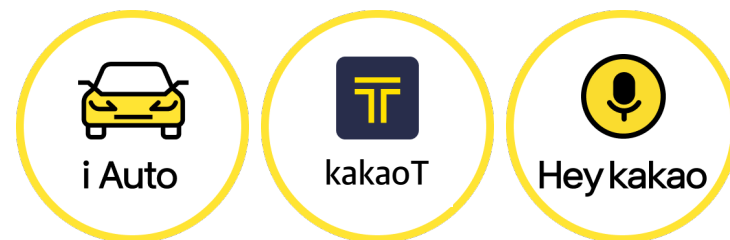
AI platform in the electronic devices field focusing on Hyundai and Kia automobiles.

Electronic devices for cars

Neutral voice-controlled interface within cars independent from manufactures' and mobile OS

Kakao Home

Home | ID Card
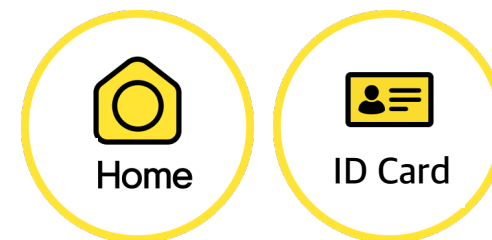
A platform connecting suppliers and consumers in apartment buildings

Apartment buildings

An AI platform penetrating the lifecycle of the apartment market

- Complex operation : Concierge service offering payment, notification, security, etc

- In-suite control: AI-controlled living environment using Kakao AI service

Kakao i Place

Office | Factory | Hospital | Campus | ...

A city life platform for work and common spaces

Commercial spaces

Kakao life provided in commercial spaces including offices, factories, hospital, schools and hotels

- Services specialized for personal persona such as mobile ID and face recognition

- User experiences benefitting from personal and group safety through AI technology

03. Kakao i Connect
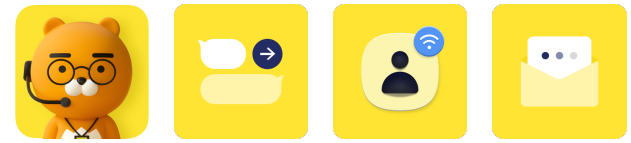
AI-based communication platform

We support customer touch point communication more easily
and conveniently, and offer innovative user experiences through
Kakao's unique AI technology, convenient user interface,
and linkage to various content.

Kakao i Connect
Center
Always
Talk
Message

24/7 customer service

Flexible customer service without waiting time regardless of the call center operation hours

Fast adoption and low investment cost

Flexible and fast expansion through linkage to Kakao Cloud while maintaining the existing client systems

Prompt and accurate customer handling

Swift and accurate customer reception and consulting based on Korea's leading AI recognition technology and linkage to KakaoTalk channels

#Talk Channel   #AI Voice

Hybrid Kakao i Contact Center

Client's system

- PBR
- IVR
- CTI
- REC
- PDS

Client CRM

Client Legacy

Kakao i Connect Center

Kakao i Call Agent

STT (Speech - to -Text)

Content

Chat context processing & answer selection

Content

STT (Speech - to -Text)

Voice engine

NLP engine

Chat engine

Kakao i bot builder

Kakao i Cloud
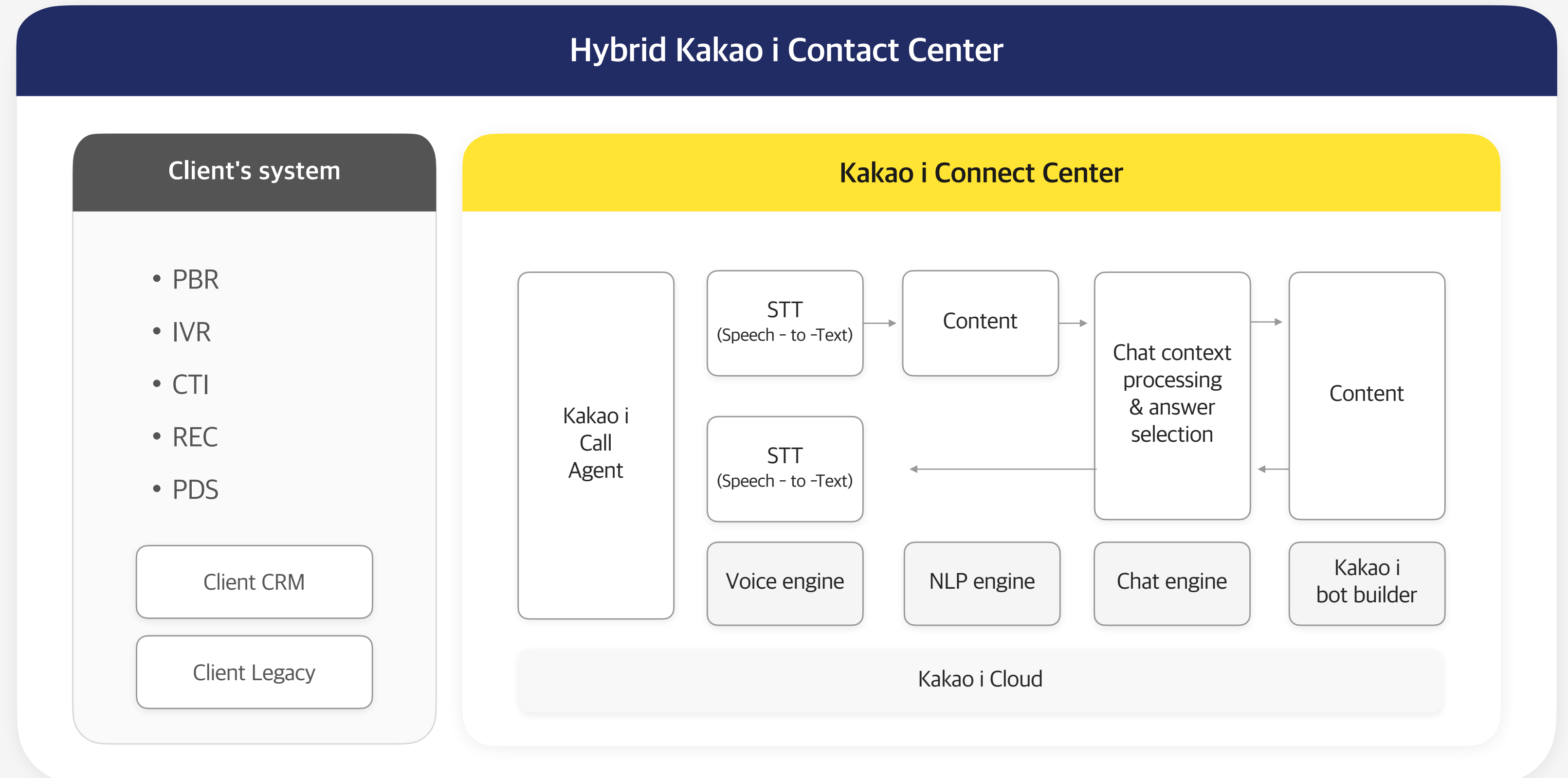
👉 We offer the most Kakao-like B2B customer consultation experience by naturally integrating Kakao's technology and the client's existing system.

AI-based comprehensive contact center solution which supports chatbot, voice bot and consultant assistant bot based on core voice processing technology such as the nation's leading STT (speech to text) and TTS (text to speech)

Provision of personalized channels

Guiding communication channels throughout the client's journey from customer consultation to final transaction

Systematic C/S monitoring

Linkage to various channels, response recommendation, search, real-time monitoring

Integrated customer data management

Securing VOC data through integrated customer data management while using the collected database as the company's asset

Easily obtain prospect customer DB by minimizing the consent process for personal information provision via Kakao Synch

Input channel

Web / App

Call

Talk

Omni-Channel Support

Kakao i Connect Always

| | Inquiry | Proof/ Issuance | Application/ report/ review | Question/ Consulting | Notification |

Search
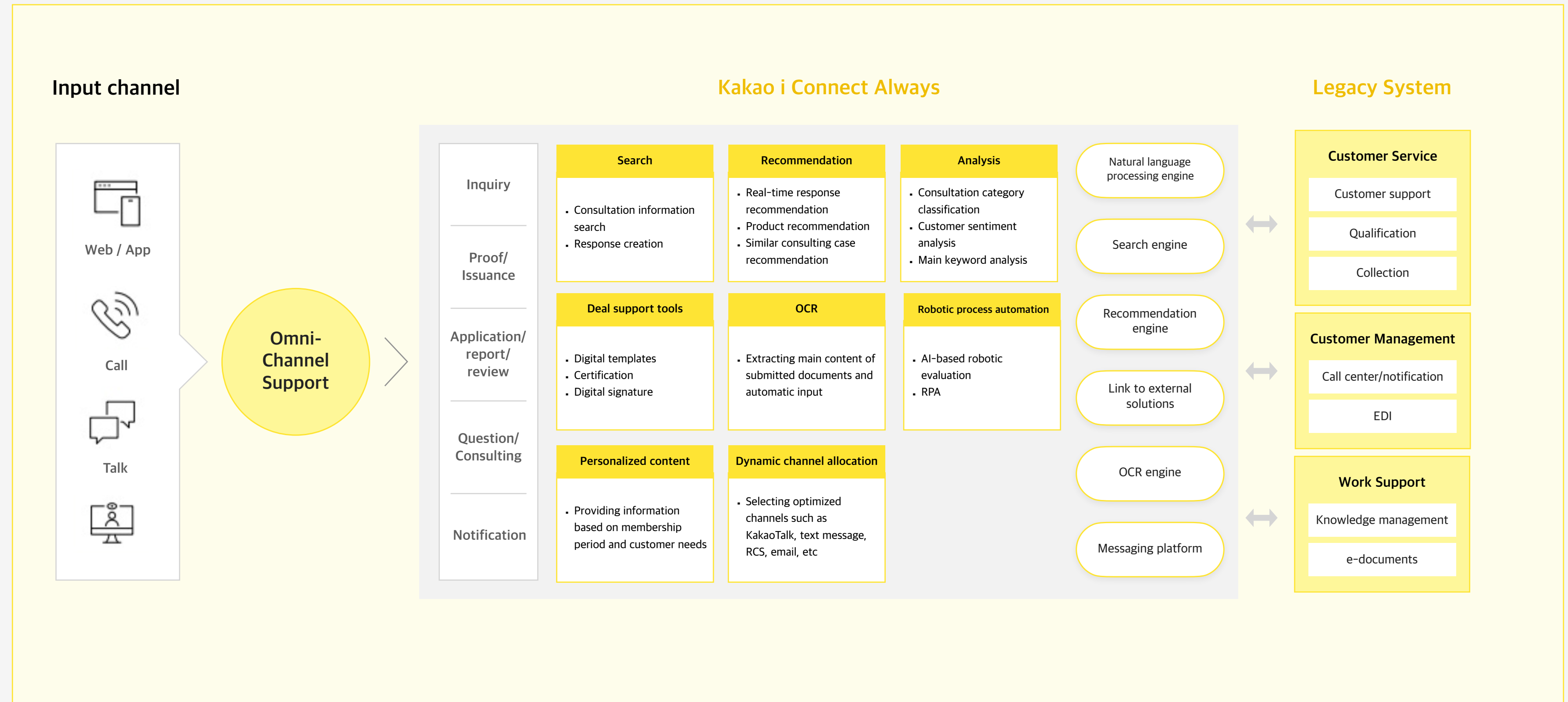- Consultation information search
- Response creation

Recommendation
- Real-time response recommendation
- Product recommendation
- Similar consulting case recommendation

Analysis
- Consultation category classification
- Customer sentiment analysis
- Main keyword analysis

Deal support tools
- Digital templates
- Certification
- Digital signature

OCR
- Extracting main content of submitted documents and automatic input

Robotic process automation
- AI-based robotic evaluation
- RPA

Personalized content
- Providing information based on membership period and customer needs

Dynamic channel allocation
- Selecting optimized channels such as KakaoTalk, text message, RCS, email, etc

Natural language processing engine

Search engine

Recommendation engine

Link to external solutions

OCR engine

Messaging platform

Legacy System

Customer Service
- Customer support
- Qualification
- Collection

Customer Management
- Call center/notification
- EDI

Work Support
- Knowledge management
- e-documents

#Talk Channel   #ConsultationTalk

👉 We provide a sales solution supporting a specialized contactless process from initial consultation to transaction completion.

An integrated AI-based solution running through all features required in various conversion phases, such as Consultation Talk, Notification Talk, video consultation, mobile contract and certification, based on Kakao Talk Channel

We provide customized AI chatbot enabling a one-stop service in various business domains.

We offer specialized services for client domain based on the know-how of AI chatbot implementation in various domains including finance, distribution, public institutions, commerce, energy and entertainment. Our one-stop service covers all experiences from sign-up to application, inquiry, payment and question handling using one chatbot, improving the client's work efficiency and productivity.

Kakao i GPT

Create extended client experiences and new business opportunities with a convergence service of Kakao Talk chatbot and Kakao Brain koGPT

Smart Civil Affairs Administration

Provide convenient services to users and local governments with new types of civil affairs administration services reflecting the lifestyle of citizens

Chatbot Now

CS chatbot exclusively for shopping mall operators which can easily receive requests for cancellation, exchange and returns, and provide answers to customer inquiries

Kakao Talk Synch/quick sign-up
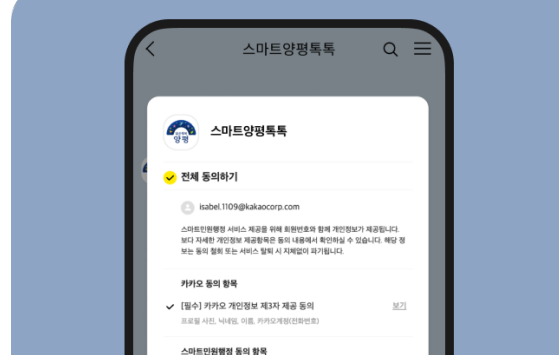
Natural language chat/booking service
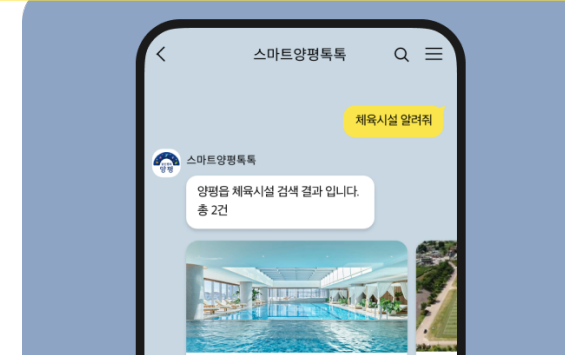
Skill API/webview
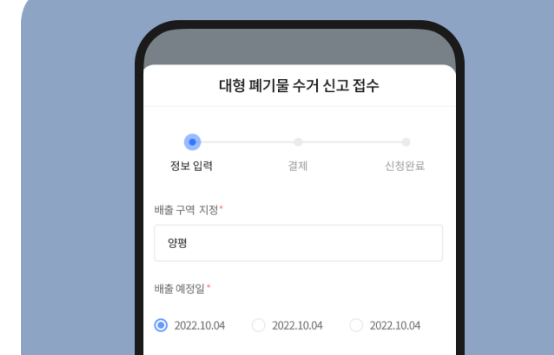
Chatbot notification
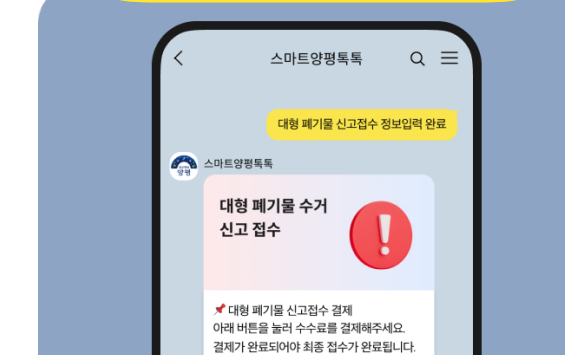
Kakao Pay/booking payment
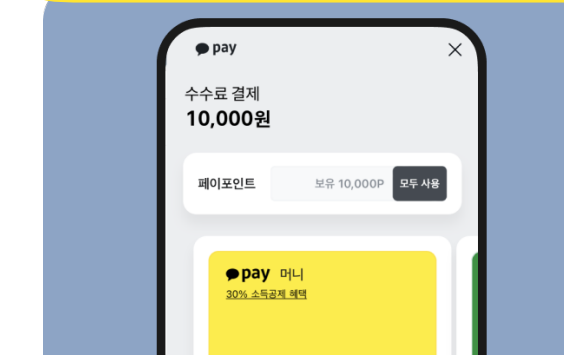
#Talk Channel   #Skill API   #Synch   #Authentication   #Kakao Pay   #T-fac (chatbot core framework)

👉 We provide the most convenient and valuable service connecting companies and customers through notification, promotion, AI chatbot consultation and various services linked to chatbots.

Service connection through chats allows more convenient user experiences and high accessibility. With the extended services of Kakao i Connect Talk, we help companies find new business opportunities.

Integrated multi-channel message management platform

We provide a platform service where companies can send messages to customers via various digital channels such as text messages, KakaoTalk, RCS, credit card receipt and e-documents.

Facilitating communication with customers via various messaging channels

Our clients can take advantage of customer-friendly messaging services by selectively utilizing multiple message channels including KakaoTalk's Notification Talk and Friends Talk, consultation talk and chatbots and AICC service, as well as text messages, RCS, credit card receipt and e-documents

Reducing customer costs with low-cost priority messaging

Providing innovative cost-saving effects through priority sending of messages that are automatically sent in order of low-cost sending channels

Optimized messaging methods for customer and cloud-based service

We support optional messaging services such as agent method, API linkage method, and website messaging method depending on the customer's environment, and provide cloud-based services that are easy to expand depending on messaging volume

Save the omni-channel implementation cost based on low-cost priority messaging and maximize customer satisfaction

A platform service offering easy omni-channel messaging via text message, Kakao Talk, Naver Talk Talk, RCS, etc

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04. DX & ITO

A leading partner in technology and business innovation

Based on our experience in building Kakao IT systems,
we offer professional consulting tailored to evolving customer experiences,
as well as system integration, implementation and operation services.

We will work with our clients as a leading partner in the future
digital-centric market through DX (Digital Transformation),
a business model for the growth of corporate competitiveness.

📌 Provide Kakao eco-system technology with enhanced usability as proven
by customer experiences

📌 Realize effective business innovation based on consultation tailored to the
customer's needs and reasonable development man hours

Kakao technology

Making a better world with people and technology.

Kakao's advanced tech platform which can change everyday life.

We lead you to business success by integrating Kakao's many technologies and know-how.

Building reliable and secure large-scale services with professional know-how

Developing services with enhanced usability backed by high-quality technology and many years of experience

Cloud Storage

Image Processing

Vision AI

Blockchain

Metaverse

IOT

dktechin × **kakao**

MSA

AI

Search Engine

Open Source

Live Streaming

Big Data

UX Component System
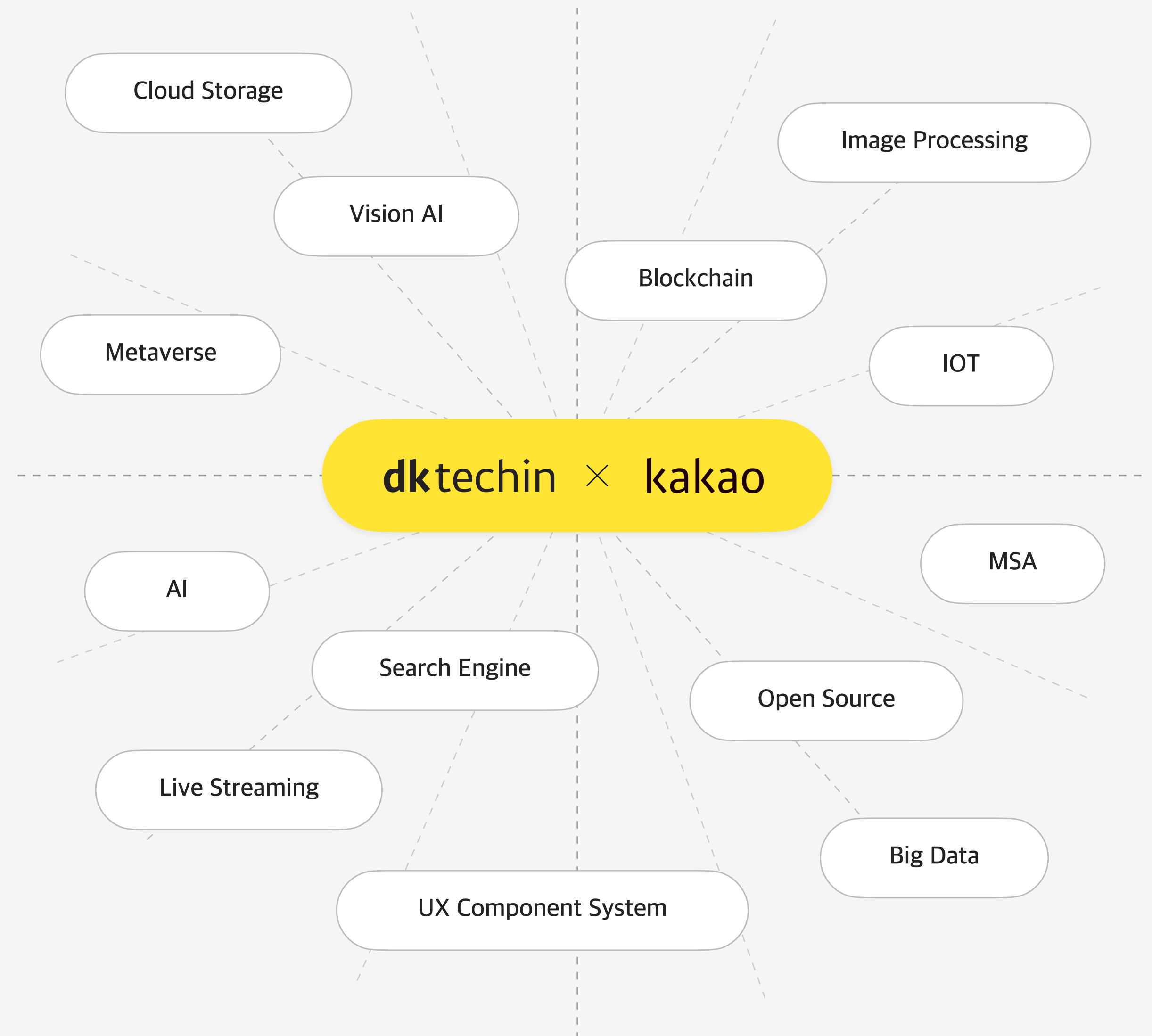
DX & ITO

SI / SM
- DT consulting
- Next-generation system development, BTL/BTO
- SW information system development tailored to customer needs
- Conversion to cloud native
- Mobile app (iOS, Android) development

Platform Implementation
- Smart Platform
- e-Commerce / CRM
- Digital Healthcare

Corporate Information Solution
- Personnel/Business management, Management/General affairs management, General/Office management
- Integrated purchase/asset management
- SAP ERP-based consulting and deployment
- PLM, CAX

AI Chatbot / Voice Bot
- Chatbot and voice bot based business platform implementation project

QA

Quality Assurance
- Mobile/PC service test plan/control
- Test requirement analysis and test design
- Test and execution
- Completion criteria evaluation and termination report
- End of test activity

Data Center

MSP Business / Tech CS
- Provision of integrated cloud infrastructure ITO services (Management Service Provider)
- Public/private/hybrid cloud management
- Operation of CS center for cloud specialized technology

IDC Operation
- IDC infrastructure operation support (facilities, servers, overall network)
- IDC computer management and operation (new installation/use change/error control)

Infrastructure Control
- Service/Infrastructure monitoring and error control
- Performance of recovery process in the event of an error
- Error code control management
- Control policies and error data management

Technical Skills

Our experts in project management and execution bring you successful business innovation experiences.
We provide high-quality service with technical skills specialized in corporate business models, as well as expertise and know-how in each area of front-end/backend/application.

Core Competency

Innovative design and implementation experience focusing on Kakao customer experience

ERP, PLM, Cloud, AI, IoT, Smart Platform DX

Back-end Development

– Database design, API development, security and authentication processing based on experiences in implementing various business models
– Development of a stable and efficient system through system performance optimization

Front-end Development

– Implementation of high-quality extreme UX and SPA (Single Page Application) based on large-scale service development experience
– Development of a one-stop view page linked to UI development through an efficient collaboration process

Developer Composition

+ 65%

DX project and solution development

DX / solution development / digital healthcare / SAP ERP / PLM / smart city / smart construction / smart logistics / IoT

Groupware and CRM system development

Approval / leave / performance management / Consultation Talk / Customer management system / evaluation / asset / management system / chatbot / CS center service / Biz message

Next-generation system development and operation

Public next-generation / conversion to cloud native / BTL · BTO / ITO

Quality Assurance

Planning / Control

- Define test objectives and coverage
- Identify the service structure under test
- Test planning activities and management
- Organization set-up

Separation / Design

- Test purpose/principles review
- Establishment of test environment
- Identify requirements
- Assignment of test techniques
- TestCase, CheckList design/ definition

TC / CL specification

- TC/CL specification
- Priority and procedure setting
- Perform tests and repeat activities
- Unit test, integrated test
- System test, hand over test
- Collect/record test results
- Proceed with issue reporting

Completion criteria evaluation / End report

- Test coverage achievement test
- Success rate, failure rate test
- Residual defect rate, defect frequency test
- Evaluation of other completion conditions
- Require additional tests and revise completion criteria
- Arrange test progress document results
- Make a test summary report
- Make an end-of-test report

Closing activity

- Constant tracking of reviews and unresolved issues
- Test environment and test-based facility management
- Project (QA) retrospective
- Check output (defect report)
- Maintenance organization transfer

IT Infra System Maintenance Services

MSP / Tech CS

- Platform technology based on Kakao i Cloud
- Public/private/hybrid cloud operation and management
- Operation of CS center for Cloud specialized technology
- Provide technical support tailored to customer needs

Kakao Cloud base

AWS

GCP

MS Azure

Internal and external MSP

Integrated Cloud MSP

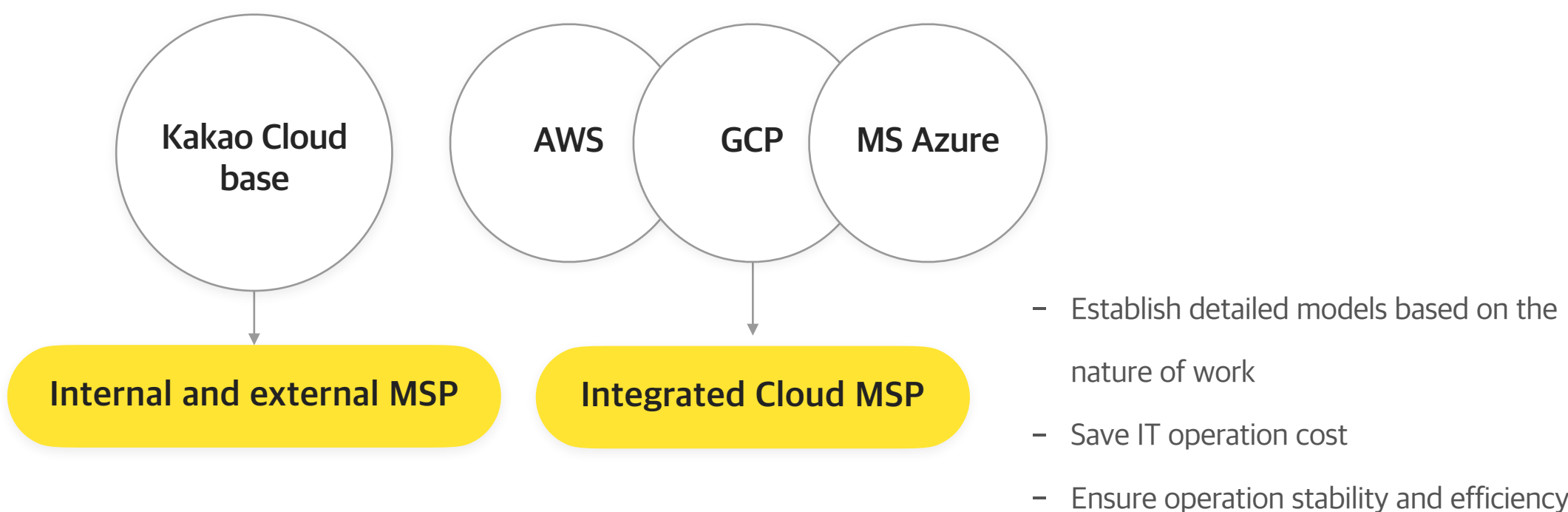- Establish detailed models based on the nature of work
- Save IT operation cost
- Ensure operation stability and efficiency

IDC Infrastructure Operation

Operation / Error Control
/ Asset Management
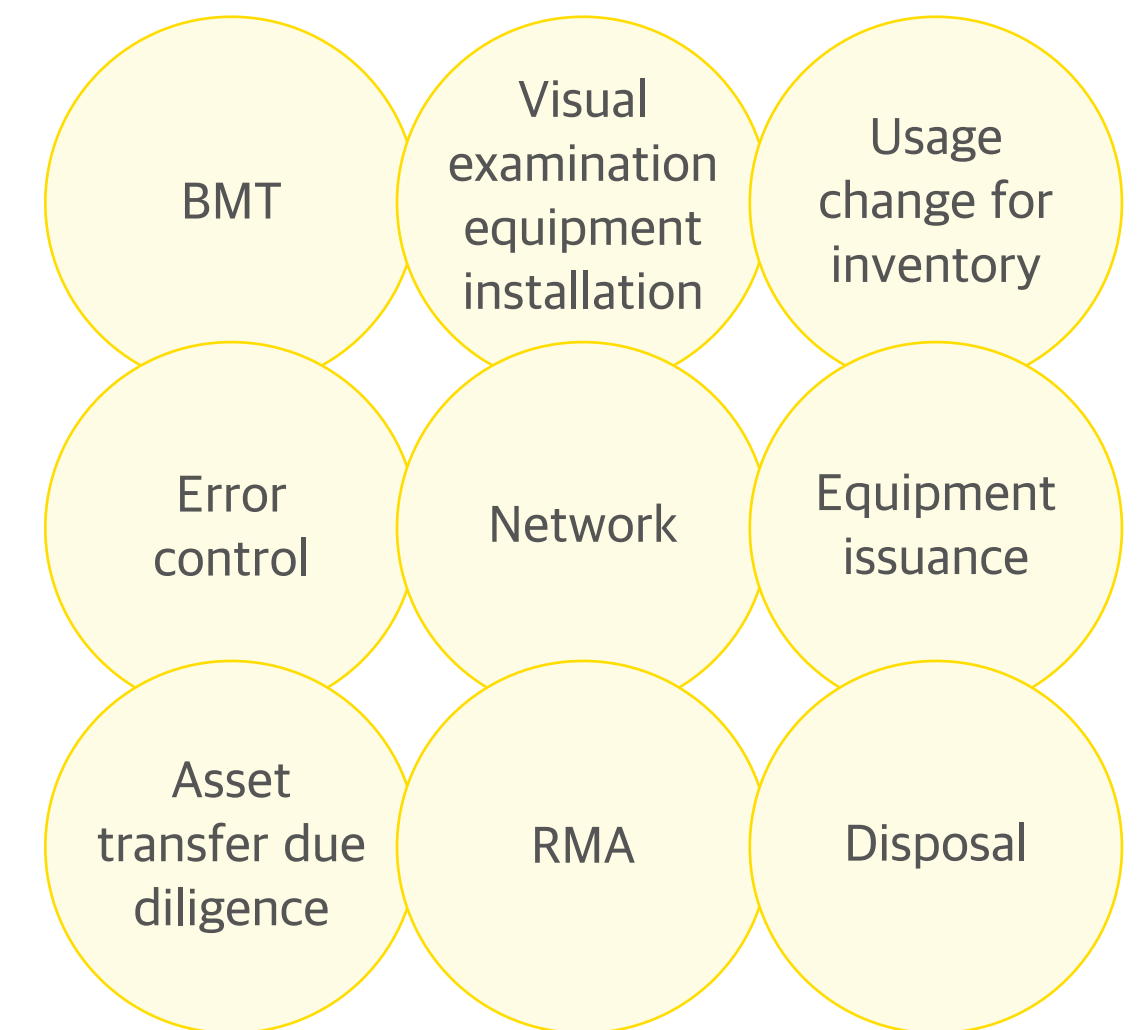
BMT

Visual examination equipment installation

Usage change for inventory

Error control

Network

Equipment issuance

Asset transfer due diligence

RMA

Disposal

Infrastructure Control

- Service/infrastructure monitoring and error control
- Performance of recovery process in the event of an error
- Error code control management
- Control policies and error data management

👉 We provide the implementation and management of infrastructure environment, monitoring and technical support required for IT service provision.

User Experience | UX

Business Analyst

Perform business analysis and strategy suggestion

- Customer requirements and user analysis
- Suggest data-based business direction

Function definition and design

- Service scenario and function definition, screen design : Web Service, App, Platform, Bot

Project Management

- Service concept, data analysis, project design methodology : Service suggestion, business modeling, operation

UX Consulting

Enhancement of user-friendly accessibility

- Functional structure for easy recognition of services
- Service design to allow convenient use by maximum users

Positive customer experience

- Service structure to help users have consistent brand experiences
- Content organization considering various users

Design Thinking & Consulting

- Identify hidden user needs and issues
- Improve usability based on quantitative index

UI & Design System

UIs driving a user's choice

- UI implementation that increases service immersion
- Present market response strategies and trends based on expertise

Design System

- Structural design for consistency based on the user access environment
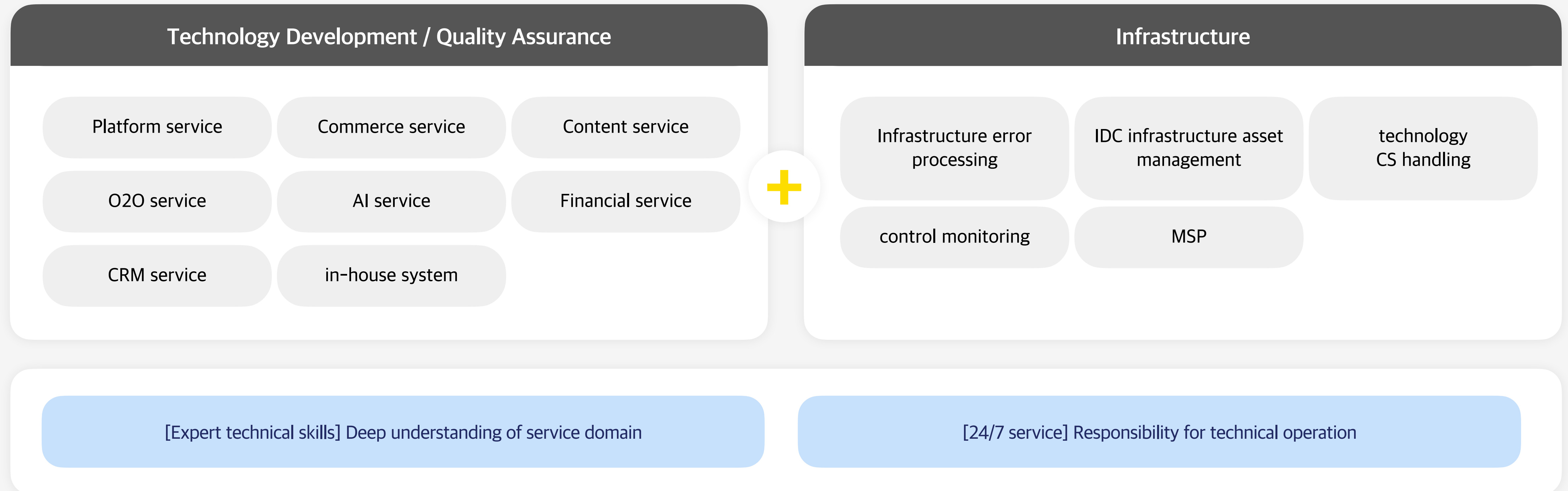- Implementation of optimal user interface

Atomic Design

- Development of design guide from development perspectives
- Consistent service maintenance and development difficulty control

👉 We contribute to increasing customer loyalty through people-centered empathy and creative problem-solving approaches.

Service technology development and operation support

Technology Development / Quality Assurance	Infrastructure

Technology Development / Quality Assurance

Platform service

Commerce service

Content service

O2O service

AI service

Financial service

CRM service

in-house system

+

Infrastructure

Infrastructure error processing

IDC infrastructure asset management

technology CS handling

control monitoring

MSP

[Expert technical skills] Deep understanding of service domain

[24/7 service] Responsibility for technical operation

👉 We maximize operational efficiency and service stability based on our understanding of leading information system domains such as Kakao Service, leveraging accumulated technical capabilities. We also create and provide optimized environments for your business model.

dk techin a kakao company

05. SAP ERP

A leading partner in technology and business innovation

We provide customized total service,

from systematic consulting to implementation and operation.

We offer optimized process management solutions for enterprise businesses,

as well as customized service without the burden of costs.

05. SAP ERP

The system is designed so that customers are able to handle finance, HR, and sales management tasks in the environment needed, pursuing to improve work efficiency and reduce operating costs.

SAP Consulting

SAP expert consultation service

- Our SAP experts with many years of experiences in various fields by module provide professional consultation.

Consulting service specialized for each industry

- We design optimized work processes tailored to the client's business area.
- Investment efficiency increases on the back of various processes to adopt SAP ERP and optimized models.

SAP Outsourcing

Total outsourcing

- Provision of a total service in all areas including SAP-related FCM, SCM, BC, BI, PI, infrastructure, etc.

Anticipative response outsourcing

- Provision of anticipative response service through process weakness diagnosis and risk analysis

Stable system operation outsourcing

- We enhance customer trust in the system and ensure its stable operation.

SAP Integration

Integration with heterogeneous system

- By integrating various connected systems such as e-approval and procurement management system, we provide a one point view service and minimize processes and work site activities.

06. ETC

Smart City & Construction

Smart City

We provide services in various fields aiming at improving
the quality of life for citizens by storing and analyzing diverse urban data
collected through urban facilities, systems, and external agency connections.

. . . .
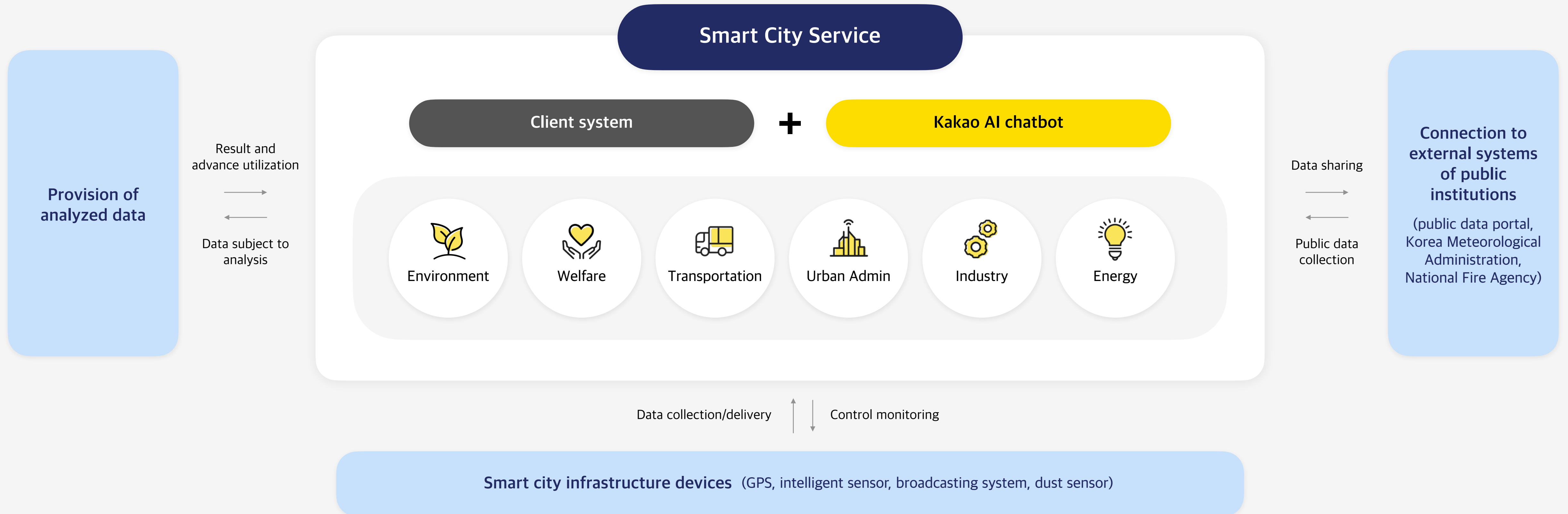
Smart Construction

We offer a variety of services aimed at productivity innovation and accident
prevention by promoting information sharing and connectivity throughout
all stages of construction.

We secure safety competitiveness on construction sites where a large number
of people are involved by utilizing ICT throughout all stages of construction,
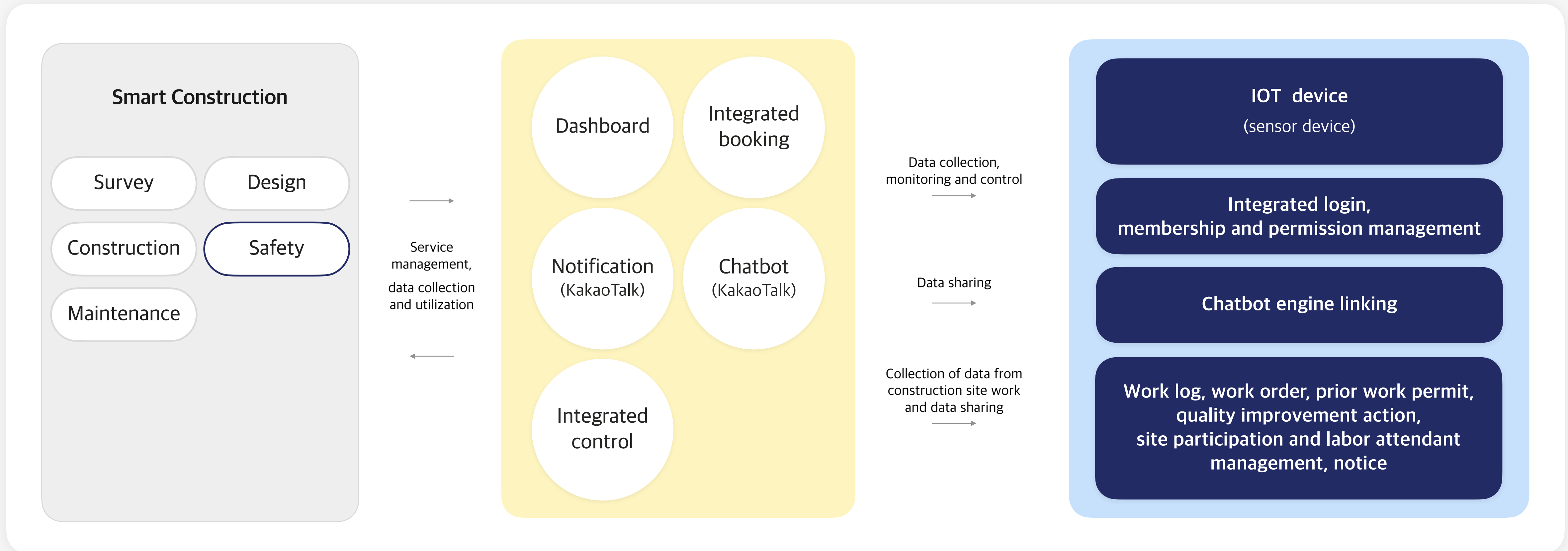based on KakaoTalk.

An effective and comprehensive solution connecting cities and people

Smart City Service

Client system + **Kakao AI chatbot**

Provision of analyzed data

Result and advance utilization →

← Data subject to analysis

Environment　　Welfare　　Transportation　　Urban Admin　　Industry　　Energy

Connection to external systems of public institutions

(public data portal, Korea Meteorological Administration, National Fire Agency)

Data sharing →

← Public data collection

Data collection/delivery ↑　↓ Control monitoring

Smart city infrastructure devices (GPS, intelligent sensor, broadcasting system, dust sensor)

👉 We provide integrated solutions for various urban administration fields such as environment, welfare, and transportation by converging Kakao's technological expertise with IoT devices.

A new beginning of digital conversion with Kakao Talk

Smart Construction

Survey

Design

Construction

Safety

Maintenance

Service management,

data collection and utilization

Dashboard

Integrated booking

Notification (KakaoTalk)

Chatbot (KakaoTalk)

Integrated control

Data collection, monitoring and control

Data sharing

Collection of data from construction site work and data sharing

IOT device
(sensor device)

Integrated login, membership and permission management

Chatbot engine linking

Work log, work order, prior work permit, quality improvement action, site participation and labor attendant management, notice

👉 By using AI and IoT-based smart safety equipment, you can digitize construction site management information and establish a safety accident prevention and management process.

Major Clients

kakao

31 subsidiaries of Kakao

kakao**enterprise**

kakao**games**

kakao**brain**

kakao**investment**

kakao ENTERTAINMENT

디온크리에이티브

kakao**bank**

kakao**VX**

kakao**pay**

kakao**healthcare**

kakao**piccoma**

Ready Entertainment

kakao**mobility**

km solution

kakao**pay insurance**

Brian Impact

kakao**!mpact**

Linkage Lab

SAMYANG CNC

kidsnote

STAGE FIVE

KnWorks

SM ENTERTAINMENT

GROUND X

Deloitte.

true friend 한국투자 증권

DL E&C

LIG System

LG U+

LG전자

HYUNDAI

HYUNDAI

YG ENTERTAINMENT

KAI 한국항공우주산업(주) KOREA AEROSPACE INDUSTRIES, LTD.

행정안전부

NIA 한국지능정보사회진흥원

KISA 한국인터넷진흥원 KOREA INTERNET & SECURITY AGENCY

KAIT 한국정보통신진흥협회 Korea Association for ICT Promotion

KOMSCO

KODIT 신용보증기금 KOREA CREDIT GUARANTEE FUND

Jeju 제주특별자치도

세종 특별자치시청

NH투자증권

NH농협은행

하나은행

BNK 경남은행

DGB대구은행

신한카드

SAMSUNG 삼성카드

A&P FINANCIAL

양평

SAMSUNG 삼성물산

KYOBO 교보생명

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