



eResolve: Transforming email into a highly effective, budget friendly, channel

About Reply S.P.A (Global Group)

We channel innovation to ensure no human effort is wasted: sculpting a future where technology and human potential unite harmoniously, fostering a digital workforce that is not only empowered and happy, but focused on delighting customers.

What we offer

eResolve redefines customer service by offering personalised and insightful email responses that resonate with individual customer needs. It champions data security and streamlines workflows, automating task distribution to enhance efficiency and reduce costs.

Using cutting-edge generative AI technology, it parses incoming emails, interprets the customers' concerns or enquiries, and generates human-like responses aligned to pre-defined policies and a brand specific tone-of-voice. eResolve can craft relevant, human-like responses once it understands the content of an email. Responses are not only natural-sounding but also aligned to company policies and processes.

What our customers are saying

“Sprint Reply implemented an initial proof of concept in less than a month, delivering a step change in our e-mail processing capability. Positively impacting both our Customer and Employee experience.”

– John Leighton, Customer Service Director, easyJet

Why Microsoft Azure?

Be future-ready

Continuous innovation from Microsoft supports your development today, and your product visions for tomorrow. With 1,000+ new capabilities in the past year, you can build on the latest advancements in AI, blockchain, Kubernetes, containers, and databases to keep you ahead of the curve.

Our enterprise grade analytics solution outperforms the competition, costs less, and is fully compatible with your existing development, BI, and data-science tools

Operate hybrid seamlessly

On-premises, in the cloud, and at the edge—we'll meet you where you are. Integrate and manage your environments with tools and services designed for hybrid cloud.

Enhance security, simplify access, and set smart policies across your different environments with a single-identity platform trusted by 90% of enterprises globally.



Build on your terms

You have choices. With a commitment to open source and support for all languages and frameworks, build and deploy how you want to. Take advantage of the full-featured, integrated development environments with built-in support Visual Studio and Visual Studio Code, the most popular IDEs trusted by 15M+ developers.

We embrace open source, drive innovation through collaboration, and contribute back to the community.

Trust your cloud

Get security from the ground up, backed by a team of experts, and proactive compliance trusted by enterprises, governments, and startups.

With a \$1B+ investment in security R&D and 3,500 cybersecurity experts, security is foundational for Azure.



Microsoft Azure is an ever-expanding set of cloud computing services to help your organization meet its business challenges. With Azure, your business or organization has the freedom to build, manage, and deploy applications on a massive, global network using your preferred tools and frameworks.

Learn more at www.azure.com



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