

Resolve 60-80% of your support queries instantly.

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Lingo turns your OEM documents into troubleshooting guides for precise automated support.

The Problem

OEMs with commissioning-heavy products and distributor networks face a constant friction point: installers and distributors call with the same questions repeatedly. Parameter configuration, wiring diagrams, safety edge setup, limit settings etc. The information exists in manuals but retrieval is the problem, tying up senior technical staff, delays resolutions and creates friction in distributor relationships.

The Solution

Lingo converts OEM technical documentation into AI-powered guided troubleshooting flows. Installers and distributors access answers instantly via WhatsApp, Teams, or web: 24/7, in any language. Lingo escalates only edge cases to humans and every unresolved query strengthens its knowledge base.

Impact

Reduces repetitive support queries by up to 80%. Frees senior engineers from commodity questions and improves installer confidence and distributor satisfaction while capturing operational knowledge permanently.

Target Sectors

Any OEM where commissioning complexity and distributor networks create support burden.