

SoundHound AI Named a Market Leader for AIOps by ISG Research

Company Outperforms Industry Heavyweights in Overall Performance and Earns the Highest Score for AIOps Capability

SANTA CLARA, Calif.--(BUSINESS WIRE)--Apr. 15, 2025-- SoundHound AI, Inc. (Nasdaq: SOUN), a global leader in voice artificial intelligence, today announced that its groundbreaking generative AI-enabled AIOps platform, Autonomics, has been named a market leader in the 2025 ISG Buyers Guide for AIOps.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20250415027381/en/>



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Among 19 software providers evaluated, SoundHound's AI Autonomics platform was rated highest in AIOps Capability, and placed in the top-tier "Exemplary" category alongside BMC, Datadog, Dynatrace, IBM, PagerDuty, and Splunk. The "Exemplary"

designation represents those that performed the best in meeting the overall Product Experience and Customer Experience requirements.

"The reliability offered by SoundHound AI is evident in its capabilities to support critical business functions without interruption," said **Jeff Orr, Research Director, IT & Technologies, ISG Software Research**. "By prioritizing high availability, they empower enterprises to seamlessly integrate AIOps into their operations, fostering resilience in an ever-evolving environment."

SoundHound's Autonomics platform generates, manages, and stores knowledge across entities, drives machine-led automation across IT systems with limited human intervention, and allows IT teams to maximize their existing stack. This end-to-end enterprise automation platform drives seamless, fully integrated autonomous digital labor to manage enterprise systems - enabling staff to focus on value.

"Our enterprise AI platforms are purpose-built to drive real business results. We have the business insight and trusted track record to make AI matter resulting in measurable value across front-to-backend IT and business processes," said **Michael Anderson, EVP, AI for Enterprise at SoundHound AI**. "With our generative AI-enabled Autonomics platform, companies can build and deploy IT automations that accelerate mean time to resolution, reduce human error, and continuously improve IT operations."

SoundHound has over 20 years of experience deploying AI and automation, managing billions of interactions and queries with sophisticated, end-to-end capabilities that deliver exceptional customer value.

Learn more and request a demo about SoundHound's AI Autonomics platform [here](#).

About ISG Software Research

ISG Software Research provides authoritative coverage and analysis of the business and IT software industry. It distributes research and insights daily through its user community, and provides a portfolio of consulting, advisory, research and education services for enterprises, software and service providers, and investment firms. Its ISG Buyers Guides help enterprises evaluate and select software providers through tailored assessments powered by ISG's proprietary methodology. Visit [research.isg-one.com](https://www.research.isg-one.com) for more information and to sign up for free community membership.

About SoundHound AI

SoundHound (Nasdaq: SOUN), a global leader in conversational intelligence, offers voice and conversational AI solutions that let businesses offer incredible experiences to their customers. Built on proprietary technology, SoundHound's voice AI delivers best-in-class speed and accuracy in numerous languages to product creators and service providers across retail, financial services, healthcare, automotive, smart devices, and restaurants via groundbreaking AI-driven products like Smart Answering, Smart Ordering, Dynamic Drive-Thru, and Amelia AI Agents. Along with SoundHound Chat AI, a powerful voice assistant with integrated Generative AI, SoundHound powers millions of products and services, and processes billions of interactions each year for world class businesses.

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Source: SoundHound AI, Inc.