



prosus

Prosus is a global technology company... and the power behind the world's leading lifestyle e-commerce brands

We operate in

**100+**

countries

**70+**

companies backed since 2008

**\$35bn+**

Invested since 2008

**2bn+**

Customers use our products and services

# Innovation is in our DNA

~\$122B

MARKET CAP



AI ECOMMERCE



SOCIAL NETWORKS



MOBILE NETWORKS



PAY TV



PRINT



STARTED IN SOUTH AFRICA

AND WE ARE JUST GETTING **STARTED**

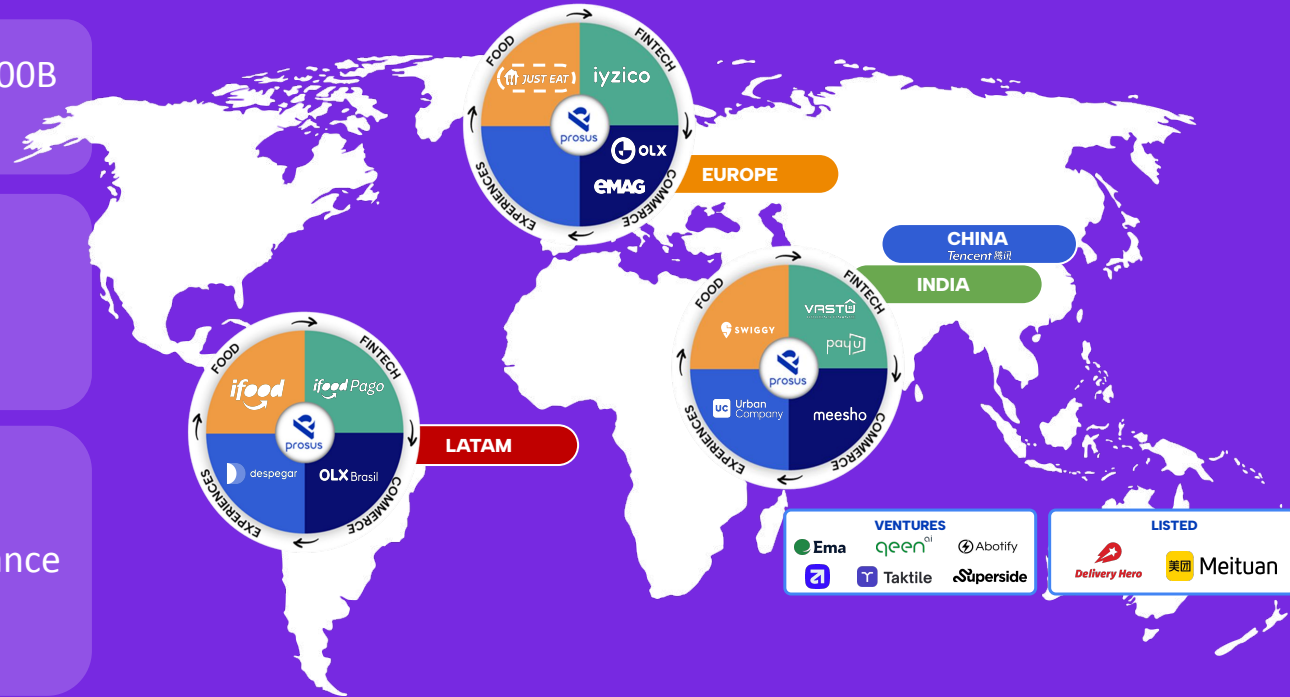
>>>

# Our tech ecosystems are powered by Food, Commerce, Experiences, and Fintech

Our ambition is to build a \$100B ecosystem in Europe

Operating best in class regional ecosystems

Investing in new opportunities that enhance our ecosystems



PROSUS



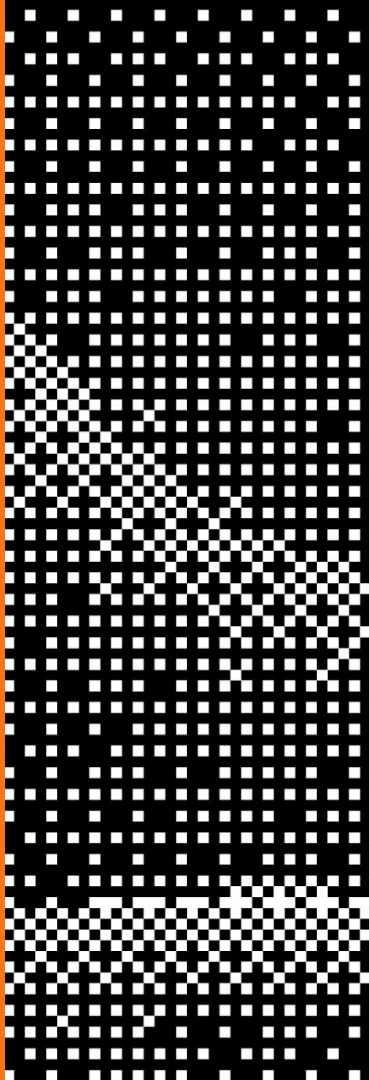
# AI Initiatives

Toqan for Work

AI House

Shenzhen Speed

Toqan for Restaurants





AI CAPABILITIES



SCOPE OF WORK

SEARCH & CHAT

**Level 1**  
Chats

GENERAL

ASSIST WORK

*Engineering*  
*Data Analyst*  
*Legal*  
*CX*

**Level 2**  
Assists  
Automates  
jobs-to-be-done

GENERAL

AUTOMATE TASKS

**Level 3**  
Agents  
Do the Work



ORGANIZATION

DECIDES WHAT TO WORK ON

**Level 4**  
Agents take on full tasks, jobs change

JOBS CHANGE

RUNS OPERATIONS



**Level 5**  
Autonomous organizations

ORGANIZATIONS CHANGE

# AI HOUSE AMSTERDAM

Powered by prosus

A home for the AI community.



# Why?



## **NL has ingredients to lead the next wave of innovation**

Dense talent pool, world-class universities and researchers, dynamic startup network



## **Yet lacks momentum to be a leader in AI development**

Distrust in AI, higher emphasis on regulation, brain drain to the US, US-built models



## **Creating the conditions to thrive**

Act faster, collaborate better, believe in our own potential



# AI HOUSE AMSTERDAM

Powered by prosus



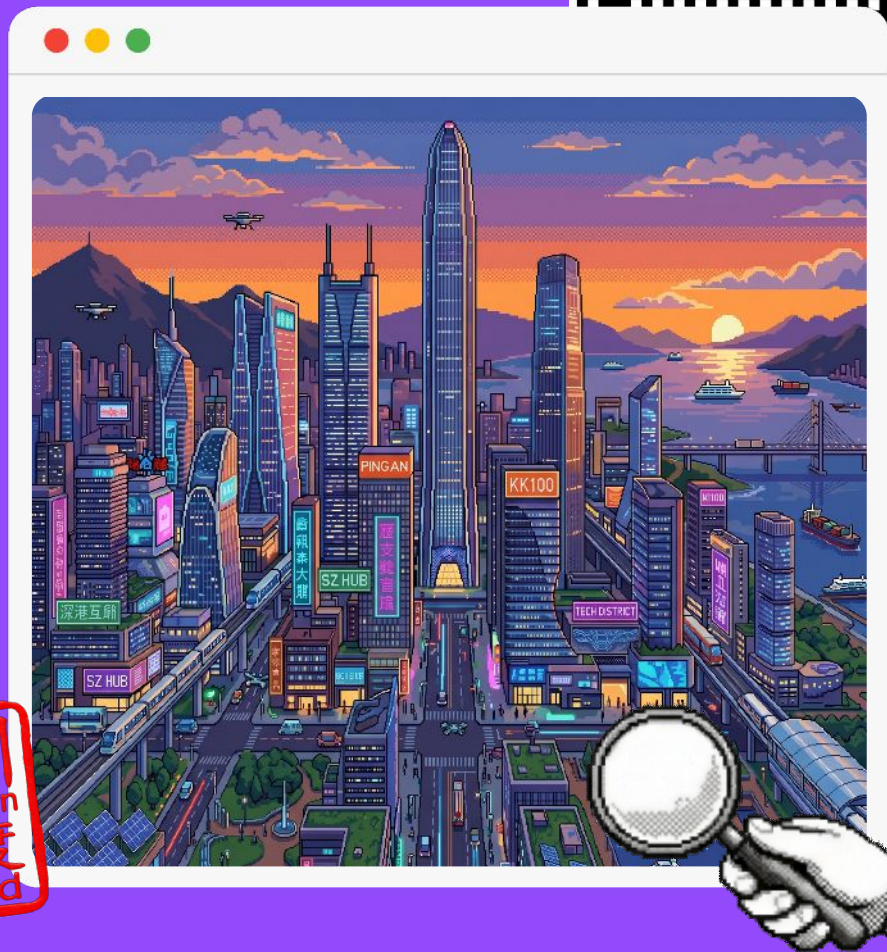
100 + events  
Builder, Product,  
Hackathons,  
Investor-Founder,  
Residency Programs, Policy



10,000+ attendees  
In-person and online

250+ speakers

# Shenzhen Speed



# Shenzhen Speed 🏃



Shenzhen, 1980



Shenzhen, 2026



# Affecting Most Of Our Business





prosus

# Lessons Learned from China

**INNOVATION**



**DREAM BIG**



**EXECUTION**



But what is the impact on hospitality?



# AI key trends for hospitality

## Back-of-house Ops

Inventory, scheduling, supplier optimization. Major near-term ROI.

## Self-learning systems

Gets smarter with use: dynamic pricing, demand forecasting, waste reduction.

## AI Customer Experience

Personalized loyalty, smart ordering, and voice/chatbot reservations.

## Robotics

Tangible automation: Dishwashing bots and burger flippers are now real.

## Autonomous Orgs

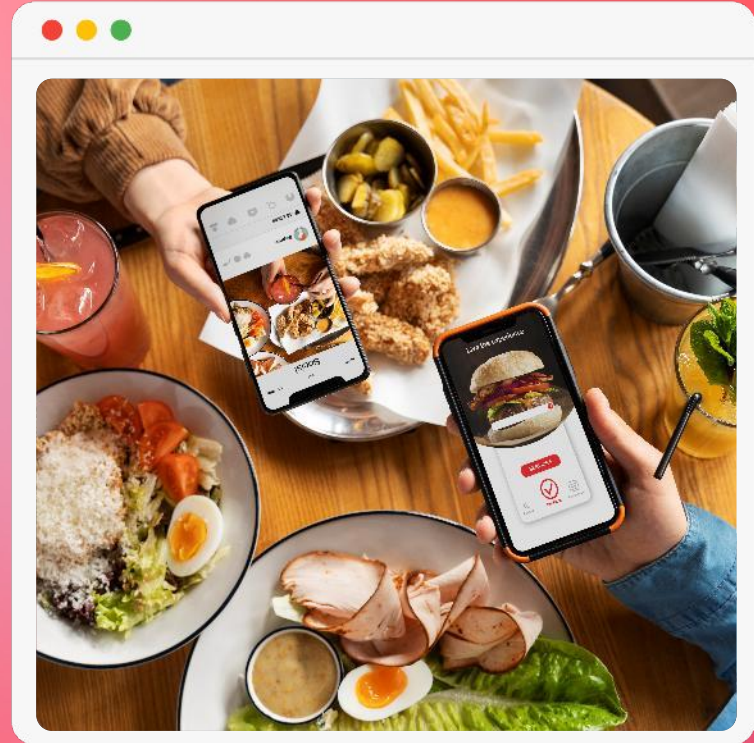
Full kitchen autonomy is currently in the demo and marketing phase.

AI as competitor equalizer  
"AI won't replace your restaurant, but a restaurant using AI will replace yours."

toqan

for

Restaurants



toqan

You didn't  
open a restaurant  
to spend  
Monday mornings  
in spreadsheets



## Our Vision

Toqan handles  
the work.

You  
grow your  
restaurant.

**toqan**

### Good Afternoon

Everything looks stable. Cash flow is tight next week.

+ Ask me anything about your restaurant...

- \$980**  
Projected Low Point  
Feb 12th - below \$1k
- 2h Late**  
Sysco Delivery  
Lunch prep at risk
- Mike T.**  
Overtime Risk  
38h + 8h scheduled
- +18%**  
Salmon Price Surge  
Affects 3 menu items

**JUMP BACK IN**

- Email Draft: Sysco Price Neg...** 2h ago  
Follow up on produce pricing
- Weekly Schedule Review** Yesterday  
Updated shifts for next week
- Inventory Report** 2 days ago  
Monthly stock analysis

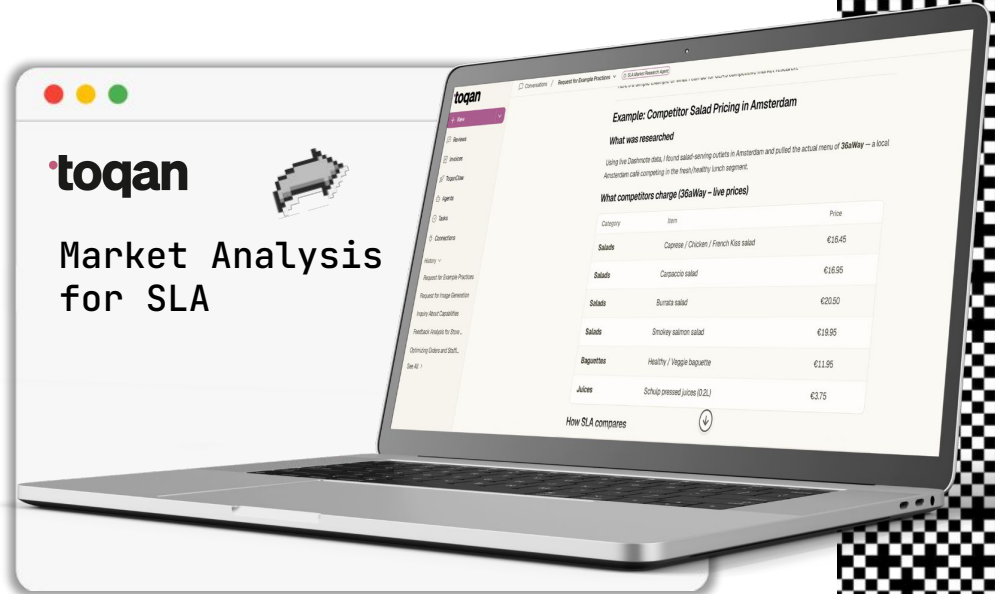
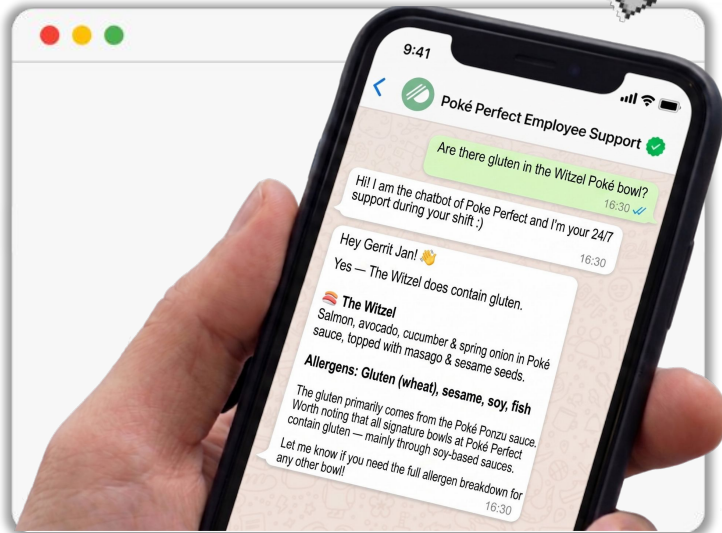
**RUN AGENTS**

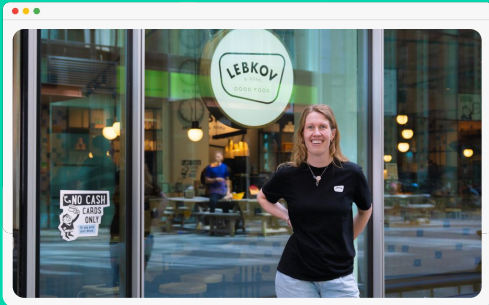
- Inventory Agent**  
Track stock levels and reorder alerts
- Scheduling Agent**  
Optimize staff schedules
- Finance Agent**  
Monitor cash flow and expenses
- Supplier Agent**  
Manage vendor relationships

# Examples from restaurant owners

• **toqan**

Employee support via WhatsApp for Poké Perfect





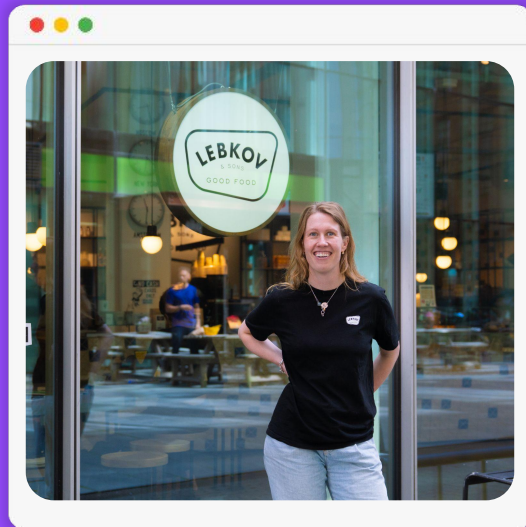
Lebkov Movie



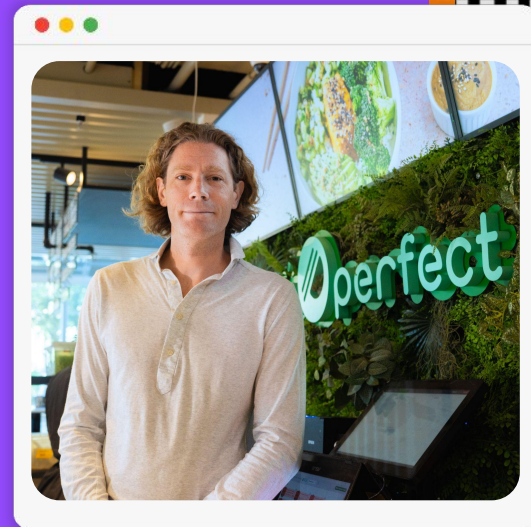
# Your panel for today



Wout Hooghiemstra  
Head of Operations &  
Development



Eva Akkerhuis  
Marketing, Data &  
Operations



Gerrit Jan Witzel  
Co-Founder

Sign up for  
free pilot  
with Toqan!

