

## octonomy Raises \$20 Million in Seed Round to Accelerate Delivery of Agentic AI for Complex Service Workflows

**COLOGNE, GERMANY / DENVER, COLORADO, November 3, 2025** — [octonomy](#), the German-founded AI company building agentic systems for complex enterprise support and service workflows, today announced the successful completion of a new seed round totaling **\$US20 million**, led by **Macquarie Capital Venture Capital**, with participation from **Capnamic, NRW.Bank**, and the **TechVision Fund**. This brings octonomy's total funding to **\$US25 million** since its founding 15 months ago.

octonomy provides heavy equipment industries with AI systems that process information from a wide array of complex source material – such as technical manuals, schematics, standard operating procedures (SOPs), live maintenance logs and enterprise resource planning (ERP) data – with 95%<sup>1</sup> accuracy to reduce unplanned downtime, accelerate service response and improve scalability. Whereas most AI assistants falter on complex or unstructured data and are limited to simple FAQs or text-based queries, octonomy's proprietary agentic architecture enables technical staff to interpret and act on a broad range of documentation.

"Eighty percent of all AI projects fail as soon as things get complex<sup>2</sup>. That's exactly where we come in," said Sushel Bijjanath, founder and CEO of octonomy. "Our agents deliver verified 95+ percent response quality, empowering teams often accustomed to 50 percent<sup>3</sup> accuracy rates with standard AI platforms. With Macquarie Capital Venture Capital at our side, we gain an international partner to make octonomy broadly available across Europe and the USA."

Beyond its accuracy and data capabilities, octonomy can be **deployed in under 20 days**, integrating directly into existing enterprise systems without migration.

"octonomy has created an AI solution that automates complex knowledge work at expert level. It's not just a chatbot evolution, but a genuine AI revolution, especially in technical support," said Elmar Broscheit, Global Co-Head of Macquarie Capital Venture Capital. "octonomy demonstrates how complex enterprise processes can be automated precisely, securely, and at scale with proprietary intellectual property."

"Industry has not made use of the potential of modern AI technology." **This is according to Jörg Binnenbrücker, founding partner of Capnamic.** "octonomy is developing an exceptional tool. They translate expert knowledge into scalable, operational intelligence and leverage experience for productivity. These are exactly the kinds of technologies that industry needs to transfer AI from the research stage to value creation."

Founded by **Sushel Bijjanath (CEO)** and **Oliver Trabert (CPTO)** alongside co-founders **Thorsten Grote, Markus Hanslik**, and **Thomas Bollig**, octonomy's 70-person team includes veterans from Meta, Amazon, Aleph Alpha, Personio, Staffbase, and SoSafe, combining deep AI and SaaS experience

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<sup>1</sup> % Percentages from testing various AI solutions with a reference data set.

<sup>2</sup> [RAND](#) research report

<sup>3</sup> % Percentages from testing various AI solutions with a reference data set.

## About octonomy

octonomy revolutionizes enterprise support with agentic AI: autonomous digital coworkers capable of handling complex, technical tasks with human-level accuracy. Its AI agents understand, reason, and act across enterprise systems like ERPs, CRMs, and ticketing to resolve issues end-to-end.

With **hallucination-free, 95% response accuracy, multi-channel interactivity (chat, email, and voice)**, and **implementation in under 20 days**, octonomy enables companies to **scale service without scaling headcount**.

Founded in 2024 in Cologne, Germany, octonomy employs nearly 70 people worldwide.

## About Macquarie Capital Venture Capital

Macquarie Capital Venture Capital is the venture unit within Macquarie Capital, the advisory, capital markets and principal investment arm of Macquarie Group. With a successful 30-year track record of combining expertise and capital to accelerate growth, Macquarie Capital Venture Capital partners with founders and invests in early-stage companies to help build them into global, impactful businesses. Leveraging the strength of Macquarie's balance sheet to lead funding rounds across a company's full lifecycle, the team focuses on software companies headquartered in Australia, Israel, the United Kingdom and continental Europe that are driving innovation in cybersecurity, compliance, regulatory technology, and artificial intelligence.

Visit Macquarie Capital Venture Capital's [website](#) to learn more.

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**For further questions, interview requests or image material, please feel free to contact us at any time.**

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