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Luxembourg-based [iNUI Studio](#) has secured a 1.5 million euros funding round, led by the CK Group with support from the Ministry of Economy, to accelerate the rollout of its flagship solution, SkaLink, a cloud-based live video support platform that's redefining digital customer service across Europe.

The funding marks a turning point for **iNUI Studio**, known for its innovative AIRxTOUCH contactless screens. Despite initial success with deployments in Canada and Nordic airports, the company has now pivoted fully to software, drawn by its scalability and stronger margins. *"With SkaLink, we've found our commercial success," says CEO Olivier Raulot. "This is not just a product pivot, it's a strategic refocus on what we do best."*

SkaLink was born out of a partnership with SNCF, where it was tested in 2024 in high-speed train stations like Montpellier. The results: over 2.000 calls handled and 80.2% user satisfaction, proving customers value real-time, human interaction, especially in urgent or complex situations.

The solution combines a dedicated touchscreen terminal (Intercom) with a robust software suite (Pilot), offering features like smart call distribution, screen sharing, video recording, and real-time analytics. Crucially, it requires no apps or phone numbers and can be deployed in just 15 minutes.

With this new funding, iNUI Studio plans to scale **SkaLink** across sectors such as transportation, telecom, banking, retail, and hospitality. The roadmap includes AI-powered translation, asynchronous video messaging, and dynamic QR call systems for public spaces. "SkaLink directly addresses a key business challenge—optimizing customer relationships while keeping the human connection," notes CK Group CEO David Gray.

iNUI Studio aims to reach 50.000 video calls by the end of 2025, with a long-term target of 500.000, ushering in a new era of smarter, more human support for businesses across Europe and beyond.