CASE STUDY - MultiChat POC for PSM information - Plastic Innovations

PROBLEM STATEMENT

The Client Vision was to develop a Multichat POC platform for PSM. They wanted to operate their whole system using text, voice call and Alexa.

SOLUTION HIGHLIGHTS

- We proposed a solution where client can use AWS Pinpoint for accessing the information required using simple text message from authenticated number.

- Also client can use a mobile application integrated with Amazon Lex and Amazon Connect which can give them required information interactively.

- Also we proposed to build Alexa skills which can simply give them their requirement by simply asking to their Alexa Device.

About

plastic innovations, inc.

Industry:

PII provides innovative polymer materials, application development, and custom compounds and composites for engineering applications. PII is in the business of innovation, commercialization, and manufacture of polymer alloys, blends, additives and composites with extreme functional performance properties.

Challenges:

Client needs to login to VPN whenever they need to access some information regarding their employees. This was reducing their flexibility. They wanted a simple text or voice based application system which can provide them with the required solution.
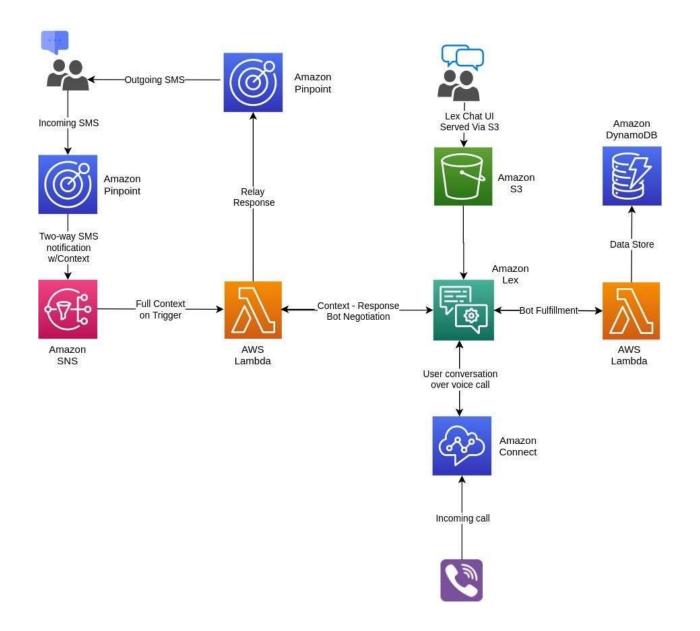
WHY AWS

- AWS provides a flexible and scalable outbound and inbound communications service i.e. Amazon Pinpoint.

- Also Amazon provides conversational interfaces into any application using voice and text using Amazon Lex service.

- Also SNS provides fully managed messaging service for both system-to-system and app-to-person (A2P) communication.

- Also used DynamoDb which provides flexible NoSQL solution for storing all the required data.

- Alexa skills provided by AWS provides direct integration of Alexa device with the required functionality of the customer where they can directly interact with Alexa and get their job done.

WHY customer selected ScaleCapacity, Inc

ScaleCapacity have experts who are standing by to provide customers the assistance needed to design scalable, reliable, and secure cloud solutions for their organization. We have certified AWS Architects and Developers who are experienced in this field and can fulfill the customer requirement efficiently.

RESULTS

- Successfully able to architect their messaging channel using AWS using Pinpoint
- Successfully hosted their application   functionality on AWS Cloud.

- A flexible and scalable NoSQL database where they can store all the employees and user data.

Were able to reduce the Cost of Ownership by 40%.

About Partner	ScaleCapacity, Inc is AWS Advanced Consulting Partner and experienced in providing AWS consulting services related to various client needs, which includes (but not limited to) setting up AWS environments, migrating to AWS, provide well-architected AWS solutions. ScaleCapacity, Inc has well defined processes to carry out client's strategy for delivering solutions on AWS cloud.

Amazon Lex and Amazon Connect

Outgoing SMS

Amazon Pinpoint

Incoming SMS

Amazon Pinpoint

Relay Response

Lex Chat UI Served Via S3

Amazon S3

Amazon DynamoDB

Two-way SMS notification w/Context

Amazon Lex

Full Context on Trigger

AWS Lambda

Context - Response Bot Negotiation

Bot Fulfillment

Data Store

AWS Lambda

Amazon SNS

User conversation over voice call

Amazon Connect

Incoming call

Amazon Alexa