

SOFTWARE AND INTERNET SECTOR

PARADIGMA

Paradigma Chatbot Implementation in AWS.



Paradigma is a leading technology company specializing in providing solutions and services for a wide range of sectors, including financial, telecommunications and utilities.

CUSTOMER CHALLENGE

At Paradigma, the objective was to design and implement a robust and efficient Chatbot, capable of supporting high user concurrency and integrating with various communication channels, such as web pages. In addition, it required a scalable and secure architecture in the cloud, allowing the management and development of multiple instances of the Chatbot in different AWS accounts.

Assessment in the implementation of the AWS Well-Architected framework.



SOLUTION

AWS hand in hand with Hamal Solutions, provided Paradigma with a specialized accompaniment focused on Best Practices, which included optimizing the performance of the solution through compute and storage components in AWS, integration with web communication channels and the implementation of a multi-account AWS architecture scheme.

BENEFITS

- 1. Improved Performance:** The implemented Chatbot solution is able to support high user concurrency, ensuring optimal performance through efficient management of compute and storage resources on AWS.
- 2. Efficient Integration:** Components were integrated to enable seamless communication of the Chatbot with web pages, improving end-user interaction.
- 3. Scalable Architecture:** A multi-account architecture scheme was established in AWS, facilitating the development and management of multiple instances of the Chatbot, allowing Paradigma to scale its operations with security and flexibility.



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