

Empowering your business growth with Generative AI

ABOUT US



Lead and support bilingual projects

80+ Launched AWS projects

70+ Employees

LOCATIONS



Toronto, Canada
HQ & Engineering



Krakow, Poland
Engineering



Lviv, Ukraine
Engineering

AWS VALIDATED QUALIFICATIONS

- Generative AI Services Competency
- Migration Consulting Competency
- DevOps Consulting Competency
- AWS Public Sector Partner
- AWS Well-Architected Partner Program
- Authorized Commercial Reseller

- EKS Delivery
- CloudFront Delivery
- Control Tower Delivery
- API Gateway Delivery
- EMR Delivery
- Lambda Delivery
- Database Migration Service Delivery



SERVICES FOCUS

MLOps



Platform Engineering:

- Model Deployment & Inference
- Data Curation
- ETL & Model Training Pipelines

Generative AI



LLMs And FMs Fine Tuning & Optimization
Prompt Engineering
ChatBots & Virtual Assistants Engineering

AI Maintenance



Observability & Monitoring
Troubleshooting & Model Retraining
Post-Deployment Management

TOOLS WE WORK WITH



Amazon Q



Amazon Kendra



Bedrock



Sagemaker

OUR APPROACH

Ideation &
Solution Design

Implementation & Model Adaptation

Maintenance

Identify And Qualify
Generative AI
Use Case

Choose Foundation Models / Pretrain Your Own Model

Prompt
Engineering

Model
Fine-Tuning

Learning From
Human Feedback

Evaluation

MLOps Platform Engineering

AI / ML Solutions
Maintenance

Success KPI: Revolutionizing Customer Service with GenAI

35%

Boost in problem-solving per call

18%

Cost cut without sacrificing performance

230%

Reduction in resolution time

THE CUSTOMER

SuccessKPI is a revolutionary insight & action platform that uses AI, analytics, and automation to remove the obstacles that contact center agents, managers, and executives face in providing a great customer experience.

BACKGROUND

Seeking to redefine their customer service experience, our client embarked on integrating GenAI, a sophisticated voice-interactive solution. The objective was to leverage key technologies such as AWS SageMaker for model hosting, Amazon Transcribe for speech-to-text capabilities, and Amazon Polly for text-to-speech conversion, to significantly enhance accessibility and efficiency. This strategic initiative aimed to harness GenAI's advanced AI capabilities to streamline interactions and transform data accessibility for users.

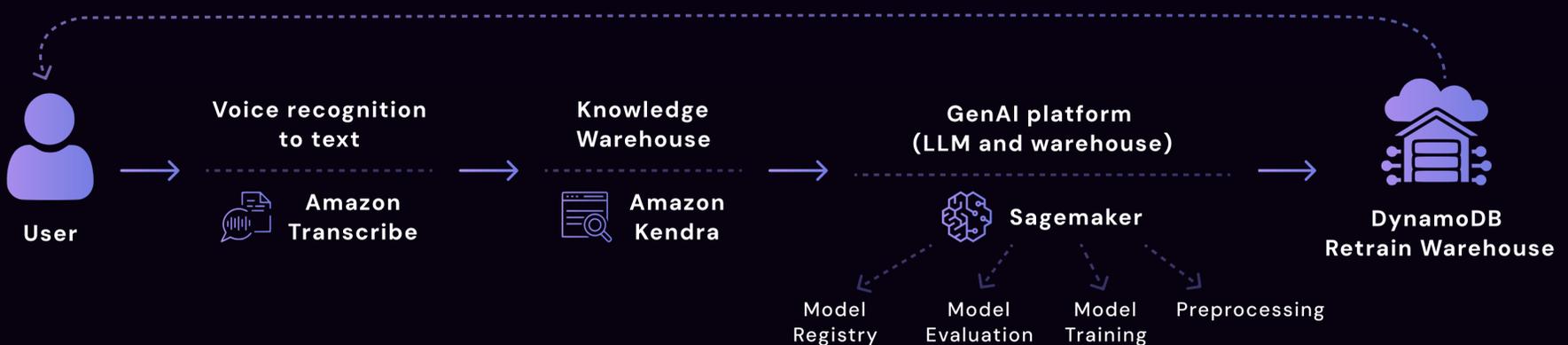
CHALLENGE

The project faced a triad of significant challenges:

- **Efficiency and Accuracy:** The call center needed to handle queries more efficiently without sacrificing the quality of service, thereby increasing both the speed and accuracy of issue resolution.
- **Streamlining Customer Interactions:** It was critical to reduce the duration from call initiation to issue resolution, ensuring that customers experienced minimal wait times and swift service.
- **Adaptive Continuous Learning:** GenAI had to be versatile and intelligent, capable of learning from each interaction to provide increasingly context-specific responses for a wide range of business scenarios.

THE SOLUTION

Our team implemented the GenAI solution utilizing AWS SageMaker, enhancing learning capabilities. It improves over time, refining responses with ongoing training and human feedback, boosting problem-solving by 35% per call, and cutting resolution time by 230%. The AWS cloud architecture ensures scalability and cost-effectiveness, smoothly managing query spikes and cutting costs by 18% without compromising performance. This system combines efficiency in resolving issues with operational speed, offering robust user support while maintaining economic efficiency.



TESTIMONIAL

“ The Dedicatted team delivers exceptional results with unmatched dedication. Highly recommended for their expertise and proactive approach. ”

Dave Rennyson, President and CEO at SuccessKPI

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