

# CENTRALIZED AND SECURE INFORMATION MANAGEMENT AND ANALYTICS APPLIED TO BUSINESS PROCESS MANAGEMENT



## THE CHALLENGE:

An important company that provides BPO Services (Business Process Outsourcing) to one of the largest technology manufacturers worldwide; has an operation focused on customer experience on security products.

The management of accounts (more than 300) and specialists was initially handled in an office automation program, which involved different manual actions when extracting, processing, analyzing and presenting reports related to the business data; in addition, that process involves several hours of specialists and supervisors, introduced human error risks, typical in manual processes.

## THE SOLUTION:

Nub8 designed a system for the BPO that would allow the centralized management of information related to the technology vendors' customers, automating the processes of extraction, transformation, analysis and presentation of information.

This system is also accessible from any location, whenever required, maintaining the confidentiality and integrity of the customer's information. It also allows for easy scalability as the business grows.

Being a system accessible via web and hosted in the cloud, security mechanisms are required to protect the application as such and the information residing in it.

The project was planned in phases as follows:

### Stage 1

- Creation and configuration of the BPO's Amazon Web Services (AWS) account.
- Definition and deployment of the data model for the management of customer information and technology vendor accounts.
- Definition and configuration of tools for the extraction, transformation, analysis and presentation of information.
- Design and development of online form for data update.

### Stage 2

- Evaluation and selection of the tool to manage the workflow corresponding to the account management processes.
- Design and deployment of the processes for the management of the technology manufacturer's accounts.
- Definition and configuration of the process and tool for knowledge base management.
- Definition of security controls and implementation of WAF (Web Application Firewall).

## SERVICES APPLIED:

- Amazon S3
- Amazon Glue
- Amazon RDS
- Cloud Directory
- Cloud Front
- Amazon Lambda
- Amazon QuickSight



**Nub8's customer is a BPO (Business Process Outsourcing) that serves large technology vendors to manage their business processes, making them more efficient through cloud solutions and high-level professional and consulting services.**

**Thanks to the proper administration and management of the different business processes, the end customer perceives an excellent user experience in time and quality, which will lead to their loyalty and growth.**

- Amazon EC2
- Amazon WAF
- Amazon SNS
- Cloud Watch
- Cloud Trail
- Systems Manager
- Kinesis

## SOLUTION ARCHITECTURE:

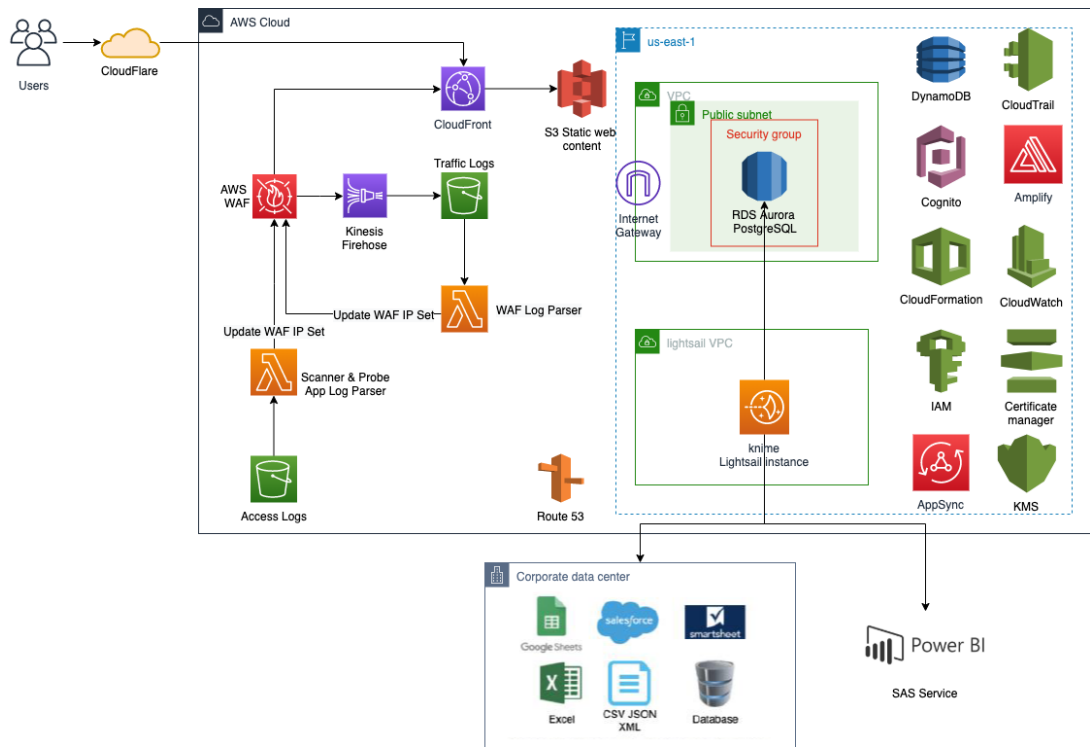


Image 1. High Level Solution Architecture

## THE BENEFITS:

- Centralization and accessibility via web and in real time.
- Automation in the processes of extraction, processing, analysis and presentation of information.
- Management reports with reliable data.
- Concise information to support business decision making.
- Scalable solution according to the needs of the BPO and the technology manufacturer.
- Reduction in downtime, data theft and security breaches.
- Protection against new and emerging threats
- Protection against common vulnerabilities in web applications
- Optimization of resource consumption

## ABOUT NUB8

We are an IT consulting company; whose mission is to offer our customers cloud solutions that allow them to digitally transform their business to be more competitive creating value to their end users. We understand their concerns to find technology solutions based on industry specialization, which gives us the ability to understand, share, innovate and create value to our prospects and customers. Our knowledge allows us to transform and make technological solutions useful, efficient and flexible for different sectors.



At Nub8 we support organizations through consulting services, implementation and infrastructure management for the modernization and assurance of their solutions, not only cloud, but also on-premises or hybrid infrastructure.