To be a leader in **advancing our community through smart innovation and collaboration**, for a better Hawai`i
AI AUGMENTATION

- Voice is one channel in a Customer Engagement platform, but also:
  - Chatbots
  - SMS/Email
  - Adaptive Inbound/Outbound communications
  - Analyze unstructured data
  - Efficient customer service and optimized work processes
AWS CONNECT USE CASES

INTERNAL

- Help Desk automation (including non-IT):
  - System/ticket status
  - HR policies and procedures
- Company notifications
  - Emergency response

EXTERNAL

- Quickly provision support/feedback channel for a new product or service
- After hours support
- Sudden increases in load (planned or unplanned)
AWS SOLUTIONS

• AWS global infrastructure is secure, scalable and flexible
• Rehost, Replatform, Refactor
• Deploy faster
• You know your business best: what *should* you do vs. what *can* you do

• Unless you are migrating, think POCs or Pilots
  • Define your business objectives
  • Experiment, fail fast, and fix fast

• Understand the pricing model and monitor your budget
DataHouse Consulting, Inc. is in its 45th year and one of the largest IT services companies in Hawaii. We started as a software development team and have evolved into a thriving enterprise-class systems integrator capable of handling complex business and systems issues.

**INDUSTRIES WE SERVE**
- Government
- Education
- Banking
- Healthcare

**SERVICE LINES**
- Project Management Services
- Application Services
- Architecture Advisory
- Managed Services

**PART OF A FAMILY OF COMPANIES**
DataHouse is the founding member of the ʻike family of companies, a growing group of innovators, technologists, and entrepreneurs who are committed to leading the way within their industries to make Hawaii and the world a better place to live. Every ʻike company shares the same core values and we are working together to make them a reality for the success of our clients, our communities, and our employees.