Anblicks
Your Digital Transformation Partner

www.anblicks.com

Application Modernization Services for Digital Contact Center Platform

Modernization & consolidation of contact center applications to streamline the user experience and future expansion.

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Anblicks provides an omnichannel contact center solution to provide support to people in distress.

About Customer

- The client is the largest non-profit anti-sexual assault organization in the U.S.
- The organization has build helpline applications that help and controls more than 1100 local sexual assault service providers such as the department of defense and provide them a unified Omni channel experience.

Business Challenges / Drivers

- Multiple Applications Silos for different channels such as telephone helpline, chat helpline, help room.
- We are providing a better survivor experience with an efficient and intelligent system.
- Easy to provide SaaS-based service to other non-government organizations.
- Technology consolidation and modernization to improve maintainability and reduce costs.

Approach / Deliverables

- Accessed existing systems and future needs and prepared a comprehensive roadmap to implement a multi-tenant omnichannel solution.
- We implemented a solution using microservices architecture.
- For real-time communication was implemented using SockJS and WebSocket.
- We also did Integration with Twilio for Programmable Voice and Programmable Messaging.
- Implemented Intelligent Task routing by using Twilio Task Router framework.

Outcomes / Benefits

- Reduced maintenance cost by 40% by consolidating four different legacy applications into a single modern cloud architecture.
- Onboarding of new organizations and tenants to the platform is simplified, resulting in time savings.
- Significant reduction in wait time for survivors, which in turn increased the number of survivors served by the platform.
- Improved usability and productivity using the new Omni channel interface.

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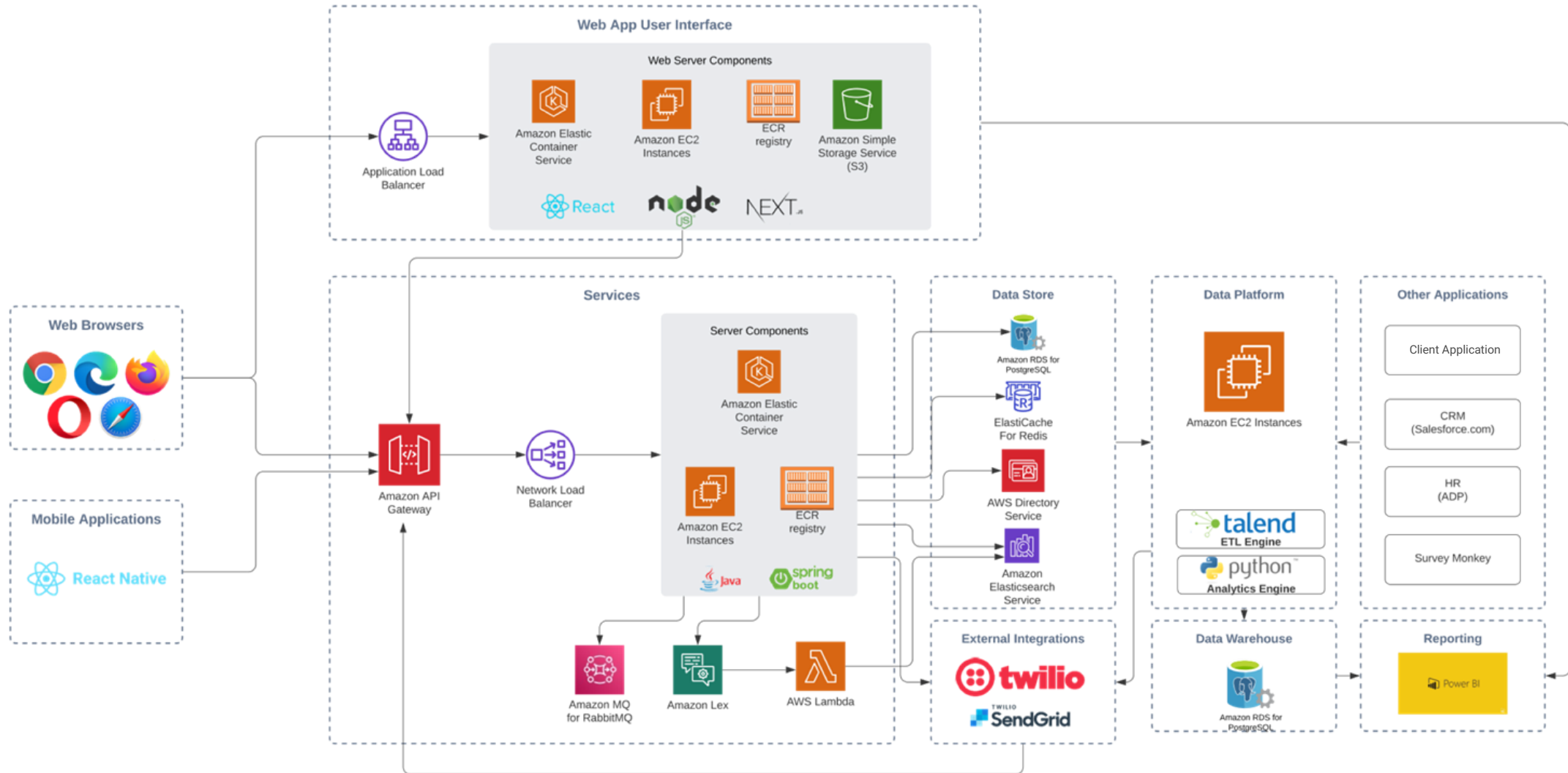
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Category	Technologies
Front End	NextJS, React,Tailwind CSS, Webpack,Typescript, NX Mono repository, Material UI, SockJS, React Native
Back End / API	Java, Postgres, Spring Boot, JPA, Microservices, Stomp, Liquibase
AWS Services	AWS Amplify, Cognito, AWS ECR,ECS, AWS Fargate, AWS API Gateway, AWS ELB, s3, Lambda, SES, AWS Service Mesh, Elastic Search, RDS
Integrations	Twilio, Twilio Task Router
DevOps	Jenkins, buildah, podman, SonarQube, Cloud Formation