Case Study: mCaaS - Digital Content Broker Solution

Digital Assistant & Knowledge Management Solution for a Leading IT Outsourcing Specialist

**BUSINESS REQUIREMENTS**

- Self-Assembling Knowledge
- Knowledge Brokering and Knowledge Management Solution
- Cognitive Contact Center, Capable of Self-Learning
- Relevant and Contextualized Knowledge to Deliver at End User with Predictive Analytics

**OUR SOLUTIONS**

- Self-Learning Engine was developed as part of the mCaaS Platform
- Cognitive Capabilities like: Predictive Analysis, NLP, Semantic Search, Speech to Text, etc
- Relevant and Contextualized Knowledge Delivery
- Intelligent Virtual Agent availability for 24/7

**TOOLS/TECHNOLOGIES**

- Proprietary and Adaptive Security Architecture
- Material Design Paradigm for achieving ambient user experience
- Industry Leading Languages like NodeJS, AngularJS, R, Scala
- Proprietary Cognitive Technologies and Self-Learning Algorithms

**BUSINESS IMPACT**

- SaaS based offering, leading to Zero installation cost and go-live within 2 days
- Improved customer experience
- Reduce call time with relevant knowledge delivered at finger tips
- Handle more calls per minute
- Improve business and operation efficiency

**Solution Overview**

mCaaS - Self Assembling Knowledge & Smart and Federated Content Explorer

About Us

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as “Born Digital - Born Agile”, our capabilities span across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering & R&D, manufacturing, automotive and travel/transportation/hospitality. Headquartered in Bangalore, India; Happiest Minds has operations in the U.S., UK, The Netherlands, Australia and Middle East.

business@happiestminds.com

© Happiest Minds Proprietary