Case Study: Cloud Engineering/Insurance

Virtual Communication Platform (VCP): Enabling Seamless and Secure Interactions

Business Challenges

One of our key clients from the insurance industry faced significant communication inefficiencies due to fragmented processes and a lack of a centralized communication hub. Managing multiple channels like AIRKIT became increasingly complex, leading to delays and miscommunication. Additionally, the dependency on external vendors for critical tasks such as messaging and task scheduling further exacerbated these issues, limiting the organization's control and flexibility over its communication strategies.

What We Did

Primus built a Virtual Communication Platform (VCP) that serves as a pivotal link, seamlessly connecting client applications with a wide array of communication channels. This VCP is designed to simplify and streamline the integration of client applications with diverse communication channels, thereby empowering clients to deliver highly personalized and captivating user experiences.

Business Benefits

- Improved communication efficiency
- Enhanced customer experience through centralized and streamlined interactions.
- Increased agility in managing and deploying digital communication solutions.

Technologies Used

- Cloud Platforms: AWS and Microsoft Azure for hosting and scalability.

- Microservices Architecture: Using containers like Docker and orchestration tools like Kubernetes to manage and deploy microservices.

- APIs: RESTful APIs for communication between services and with external systems.

- Database Management: SQL databases like SQL Server, MySQL for data storage.

- CI/CD Pipelines: Azure DevOps for continuous integration and continuous deployment.

- AIRKIT Integration

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About Primus

Primus is a trusted technology solutions leader, dedicated to serving its partners for nearly 30 years with exceptional solutions that enhance business efficiency, increase productivity, and boost profitability. Our comprehensive suite of services includes Enterprise Data Solutions, Intelligent Automation Solutions, Cloud Engineering Solutions, and Staffing Solutions, catering to various industry verticals such as Healthcare, Insurance, Telecommunications, Logistics, Food & Beverage, Media, Automotive, Real Estate, Manufacturing, Banking & Finance, and Energy.

About Primus Cloud Engineering Practice

At Primus, our Cloud Engineering Practice harnesses the power of advanced cloud technologies to drive digital transformation and business innovation. By employing state-of-the-art tools and solutions, we help organizations streamline their IT infrastructure, enhance operational efficiency, and achieve significant cost savings. Our expertise in cloud application development, migration, and secure database management ensures seamless transitions and optimized performance. With a focus on scalability, security, and reliability, we empower businesses to navigate the complexities of cloud environments and unlock their full potential in a rapidly evolving digital landscape.

AICPA SOC
AICPA
SOC 2 Type 2 report covering Security, Availability and Piracy

ISO
ISO 27001:2013, ISO 9001:2015

PRIMUS

Headquarters
3061 Peachtree
Industrial Blvd,
Suite 110 Duluth,
Georgia 30097, USA
Phone: +1 770-300-0004,
sales@primussoft.com
www.primussoft.com

Offshore Development Centre
Primus Software Development (India)
H-100 Sector 63 NOIDA,
New Delhi, NCR Region, UP
India