

# TAILWINDS

THE UI FOR AI

BUILT ON  **Amazon Bedrock**  
POWERED BY  **IBM watsonx Assistant**



**Huffmaster, a leading staffing and security services provider, sought to streamline their travel confirmation process for temporary workers.**

Their team is sought after by companies that might be affected by strikes, work stoppages, and other events involving business continuity. When companies need Huffmaster's services, they need them quickly, so Huffmaster looked to Innovative Solutions to implement a proof of concept for a workflow automation platform built using the latest technologies from Amazon Web Services and IBM.

Innovative used its own Tailwinds software to develop a solution that integrates conversational AI technology from IBM watsonx Assistant with Amazon Bedrock to reduce the processing time for last minute flight confirmations by 70% and providing a better experience for Huffmaster's pool of employees and candidates.

## BUSINESS OBJECTIVES

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| <b>1</b> | <b>Automate the translation of flight confirmation emails</b>                    |
| <b>2</b> | <b>Streamline the flight confirmation process</b>                                |
| <b>3</b> | <b>Update internal databases with extracted flight information automatically</b> |
| <b>4</b> | <b>Enhance communication with traveling employees and candidates</b>             |

## THE CHALLENGE

Huffmaster's success in providing temporary staffing solutions across multiple industries relied heavily on efficient travel management for their team. However, their existing process for handling flight confirmations was largely manual, time-consuming, and prone to errors. Staff had to manually review emails, extract relevant information, update databases, and communicate with candidates, and it had to be done quickly, whether the email language was English or another language. Their existing processes were increasingly challenging as the company grew, leading to potential delays and miscommunications that could impact their reputation for rapid response.

## THE SOLUTION

Innovative proposed a comprehensive AI-driven solution leveraging the Tailwinds platform, Amazon Bedrock, and IBM watsonx Assistant. This combination allowed for rapid development and deployment of AI workflows tailored to Huffmaster's specific needs. Key components of the solution included:

- ✔ **Email Processing with Tailwinds:** Tailwinds coordinated AI workflows to automatically ingest and process incoming flight confirmation emails in multiple languages. The platform's document extraction capabilities, powered by Amazon Bedrock's language models, accurately extracted relevant flight information regardless of the email format or language.
- ✔ **Automated Translation:** Leveraging Amazon Bedrock's multilingual capabilities, the system automatically translated non-English emails into English, ensuring consistent processing across all communications.
- ✔ **Intelligent Communication Flow:** IBM watsonx Assistant was integrated to manage the communication flow between the processed emails and candidates. This allowed for automated, personalized responses to confirm flights and provide additional information on demand.

✔ **Database Integration:** Tailwinds' low-code interface was used to create workflows that automatically update Huffmaster's internal databases with the extracted flight information, ensuring all systems remain synchronized in real-time.

✔ **Custom AI Workflows:** Three primary AI workflows were rapidly built using Tailwinds:

- ✔ Document extraction for parsing email contents
- ✔ Email response generation for candidate communication
- ✔ Database update automation for maintaining accurate records

## TRANSFORMING THE CUSTOMER EXPERIENCE

The implementation of this AI-driven solution improved Huffmaster's operations and candidate experience. The automated system now handles the entire process from email ingestion to candidate communication and database updates, allowing Huffmaster's staff to focus on more strategic work.

## KEY RESULTS

**70%** Reduction in processing time for flight confirmations

**99%** Accuracy in flight information extraction and database updates

**50%** Decrease in communication-related issues with traveling candidates

**85%** Reduction in manual data entry tasks for staff

## ABOUT INNOVATIVE SOLUTIONS

**Innovative Solutions is a Premier Tier AWS Partner specializing in AI-driven digital transformations.** With expertise in Amazon Bedrock, IBM watsonx Assistant, and their proprietary Tailwinds platform, Innovative Solutions helps businesses leverage cutting-edge AI technologies to solve complex challenges. For more information about how Innovative Solutions can transform your business with AI, visit [www.innovativesol.com/tailwinds](http://www.innovativesol.com/tailwinds).