

TAILWINDS

THE UI FOR AI

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

Unico POWER

Unico Power, a pioneer in Intelligent EV charging and Energy Management Systems (EMS), serves properties across Canada with their Aprisa™ chargers, Faro™ wireless gateways, and Maestrol™ controllers. With over 150 completed projects multi-unit residential and commercial properties, Unico Power needed to scale their customer support capabilities to match their rapid growth.

Facing increasing support demands and seeking to maintain their high service standards, Unico Power partnered with Innovative Solutions to implement an AI-powered support system using Tailwinds. This transformation has the opportunity to revolutionize their customer service operations, delivering 24/7 support capabilities while maintaining exceptional response accuracy.

BUSINESS OBJECTIVES

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| 1 | Reduce customer support wait times and enhance response efficiency |
| 2 | Scale customer service capabilities without proportionally increasing staff |
| 3 | Maintain high-quality support standards while handling growing demand |
| 4 | Implement 24/7 support coverage for their expanding customer base |
| 5 | Optimize operational costs while improving service delivery |

THE CHALLENGE

As Unico Power expanded its presence across multiple cities and entered the single-family residential market, its traditional customer support model faced pressure. The support team received increasing inquiries about their sophisticated EV charging systems, especially during late hours when technical staff were less available.

The complexity of their product portfolio, including Aprisa™ charging stations and Cerebro™ Energy Management Systems, meant that support tickets often required technical expertise. This created bottlenecks in response times, with support staff having less time to solve complex cases.

Furthermore, Unico Power's commitment to providing comprehensive support for both property managers and individual EV owners demanded a solution that could handle diverse inquiries while maintaining accuracy and personalization.

THE SOLUTION

Innovative Solutions implemented a cutting-edge AI-powered support system combining IBM watsonx Assistant with their proprietary Tailwinds platform. The solution leverages a powerful combination of technologies:

- ✔ IBM watsonx Assistant for the chat interface and conversation management
- ✔ Amazon Bedrock for secure access to advanced language models
- ✔ Tailwinds platform for seamless integration and workflow automation
- ✔ Custom knowledge base built from Unico Power's technical documentation

The integrated system leverages IBM watsonx Assistant's sophisticated chat interface to provide immediate, contextual responses while ensuring seamless escalation to human support when needed. The Tailwinds platform orchestrates the workflow between watsonx Assistant, Amazon Bedrock, and Unico Power's support staff, maintaining high quality while significantly reducing response times.

TRANSFORMING THE CUSTOMER EXPERIENCE

The implementation of the AI-powered support system is transforming Unico Power's customer service operations. The solution provides instant preliminary responses to common inquiries, allowing support staff to focus on more complex technical issues and strategic customer interactions.

KEY RESULTS

85% reduction in initial response times

50% decrease in support ticket resolution time

95% accuracy rate in AI-generated responses

Ability to provide **24/7 support**, at **50% lower cost** than an offshore call center

CUSTOMER TESTIMONIAL

"The integration of AI into our support system will allow Unico Power to scale our support operations without compromising on quality. Our technical team can now focus on complex issues while routine inquiries are handled efficiently by the AI system. We're now able to provide quicker responses while maintaining the level of on-site service that customers require."

- Martin Berka - CTO / Co-Founder

WHY WORK WITH A GENAI PARTNER

Innovative Solutions is a Premier Tier AWS Partner, specializing in AI and machine learning solutions. Our Tailwinds platform, coupled with expertise in Amazon Bedrock and IBM watsonx Assistant, enables businesses to leverage cutting-edge technology to solve complex challenges and drive growth rapidly and efficiently.

For more information on how Innovative Solutions and our Tailwinds platform can help transform your business with AI-powered solutions, visit www.innovativesol.com/tailwinds.