

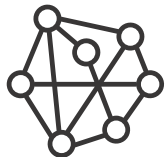


Pioneer in Artificial Intelligence, Klink AI, Saves 500% by Replacing AWS with Kubernetes on Bare-Metal



About Klink AI

[Klink AI](#) develops customized Artificial Intelligence (AI) solutions in Robotic Process Automation (RPA), Machine Learning, and Chatbots. Its flagship solution, Wisecapture, uses state-of-the-art, proprietary algorithms that analyze the contents of invoices, contracts, and identification documents and makes intelligent decisions that automatically trigger specific actions and processes. This reduces costs, increases productivity, and brings precision and standardization to decisions and processes while complementing or replacing the work of humans. Klink currently serves major clients in the government, technology, financial, beauty, and retail industries.



Challenge

Identify a reliable, affordable data center provider capable of supporting the demands of a solution that requires high processing power.

Solution

[HiveLOCITY](#), a premier provider of dedicated servers, edge-computing, colocation, and cloud hosting services and solutions.

Benefits



Service to customers 10 times faster



Costs five times lower than previous providers



Reliable network with no downtime



Enabled growth into new markets



Superior customer support



Quote

“In Hivelocity we finally found a data center provider that delivers reliable, fast network connectivity, the best hardware, and quality support. Their support team responds to us promptly in minutes — not hours. The difference between IBM SoftLayer and Hivelocity is night and day. Hivelocity has quality service, proven uptime records, a quality network, premium hardware, and responsive technical support.”

– Fabio Covolo Mazzo
CIO & Co-Founder, Klink AI

Klink's Journey to Hivelocity

Putting the Intelligence in Artificial Intelligence

Manual analysis and processing of financial documents is tedious, time-consuming, error prone, expensive, and highly inefficient. Moreover, decisions based on information in financial documents, and the workflows they initiate, often lack cohesion or set standards from one person or department to the next within organizations. In sum, the entire process at a typical company or governmental department generally absorbs too much time, money, and resources and doesn't always lead to optimal outcomes.

Problems like this are what make the solutions from Klink AI so important and valuable. The firm applied its expertise in Artificial Intelligence (AI) for Robotic Process Automation (RPA), Machine Learning, and Chatbots to create Wisecapture, a product that automates and standardizes the content analyzation process and decision-making for financial documents in a secure, cloud-based

solution across organizations.

For example, in Brazil there are 5,570 cities, each with its own method for accounting and processing invoices. Using Klink AI, every invoice can be scanned, analyzed and classified – with specific financial analyses and computation algorithms applied automatically. The data collected is then acted upon in a standard, efficient, and structured way. The result is fewer errors, lower costs, reduced demands on resources, and simplified compliance with security and auditing regulations.

“Klink AI has chartered a new space using advanced AI technology for the financial areas of companies and governments,” says Fabio Covolo Mazzo, CIO & Co-Founder of Klink AI. “The popularity of Wisecapture is creating opportunities for growth and we plan to expand into new geographies to meet demand.”



Blocked Path to Growth

Only one thing stood in the way of Klink achieving its lofty goals; finding a data center partner to reliably support the demands of its solutions. “Our Wisecapture solution needs a lot of processing power because it utilizes heavy processes like Optical Character Recognition (OCR) and machine learning processes that require high CPU usage and high memory consumption,” says Mazzo.

Initially, Klink used Amazon Web Services (AWS), Amazon Elastic Compute (EC2) and Amazon S3 to store documents. “Amazon was very expensive, so we turned to using bare-metal servers in IBM’s SoftLayer because the price was more predictable,” says Mazzo. “Unfortunately, with SoftLayer we experienced weekly problems with network slowness, hardware issues, and support tickets that were not promptly resolved.” According to Mazzo, the time it took IBM to handle service calls imperiled Klink’s ability to serve users. “A support ticket often took more than six hours for an iteration, which often did not even solve the problem,” says Mazzo. “It got to the point where we almost lost a client as a result.”

Klink AI felt that its reputation was suffering due to poor service and support from IBM. “There was a network outage nearly every day, weekly incidents, and support was weak,” says Mazzo. “Because we provide a hosted solution with an API to clients, when the system totally shuts down it’s bad for their image, reputation, and business; and ours.”

Bumpy Ride With IBM SoftLayer Ends

Klink AI could not afford further risks to its business. It had to find a reliable data center partner. “We did some research online and were impressed with the services, reputation, price, devices, and site locations of Hivelocity,” says Mazzo. “We also saw that they serve major, credible, name companies like SpaceX and Faro Technologies, which motivated us to try them out.”

Klink was impressed but wanted to verify that Hivelocity was the right choice. “We trialed Hivelocity and found its network was very fast and reliable compared to IBM SoftLayer,” says Mazzo. Convinced, Klink migrated from IBM SoftLayer to Hivelocity. The company takes advantage of Hivelocity’s bare-metal servers and partner services such as Wasabi Hot Cloud Storage and Kubernetes, an open-source container-orchestration system for automating application deployment, scaling, and management.

Hivelocity Delivers

Mazzo is confident that entrusting his business to Hivelocity is the right move. “Since the switch our ability to provide uninterrupted service to our customers is now smooth,” says Mazzo. “In fact, the experience for the end user is over 10 times faster. Previously, with IBM SoftLayer, it took 10 minutes for our Wisecapture solution to download and analyze documents, but now it only takes seconds.”

Klink AI is also reaping benefits from Hivelocity’s superior customer service. “Issues are resolved in under five minutes, the network is stable and we have no problems



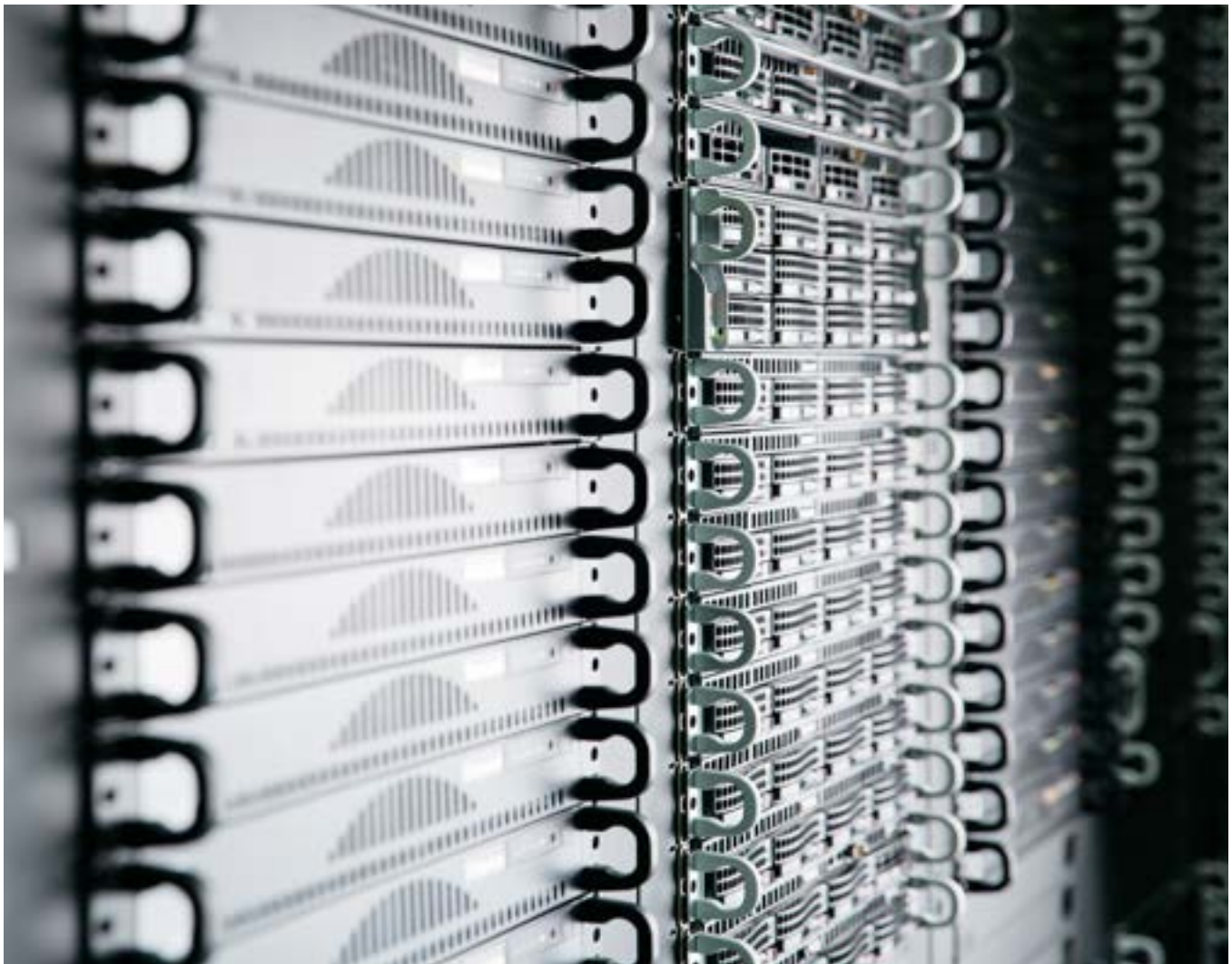
with hardware anymore,” says Mazzo. “We have even been able to start optimizing Wasabi, which is more affordable than Amazon S3, and, combined with Kubernetes gives us lots of flexibility. When we deploy Kubernetes we need to do it fast and ensure that developers using Klink can quickly handle containers. It’s really impressive what we can do with Hivelocity.”

Hivelocity is enabling Klink to better serve its customers, save money, and launch plans for expansion. “In addition to being better than IBM SoftLayer and Amazon Web Services, Hivelocity is also five times cheaper,” says Mazzo. “Currently we’re in Brazil, but with Hivelocity’s support we’ll move into Peru, and we’re developing a processor of documents that can work with other documents and

systems in the US and other markets.”

Nothing Artificial About Klink’s Future Success

By investing in the latest technologies, adding new data center locations, and delivering responsive service and affordable, customizable services, Hivelocity continues to help companies like Klink AI reach their full potential. Mazzo has some advice for organizations about the value of partnering with Hivelocity. “I tell companies that I’ve worked with other data centers and Hivelocity gives us security, reliability, and unbeatable support, which are more valuable to a business than mere price,” says Mazzo. “They provide the infrastructure and glue that powers our solution and clients and allows us to grow the company.”





Learn more at:
hivelocity.net
or call
1-888-869-4678

About Hivelocity:

Hivelocity provides dedicated servers, bare metal cloud, and colocation hosting solutions to customers from over 130 countries worldwide. Featuring 38 world-class, edge-ready data centers, strategically positioned in 36 cities, across 4 continents, Hivelocity's expansive global footprint allows users to reach 80% of the world's internet population in under 25 milliseconds. All of their data centers are SSAE-16 SOC1 and SOC2 certified, and HIPAA and PCI compliant services are also available. With award-winning 24/7 support, an average 15-minute ticket response time, and an SLA-backed 99.99% network uptime guarantee, Hivelocity is the hosting provider you can rely on.