



Case Study



facilitabots

Automation using Systems Manager

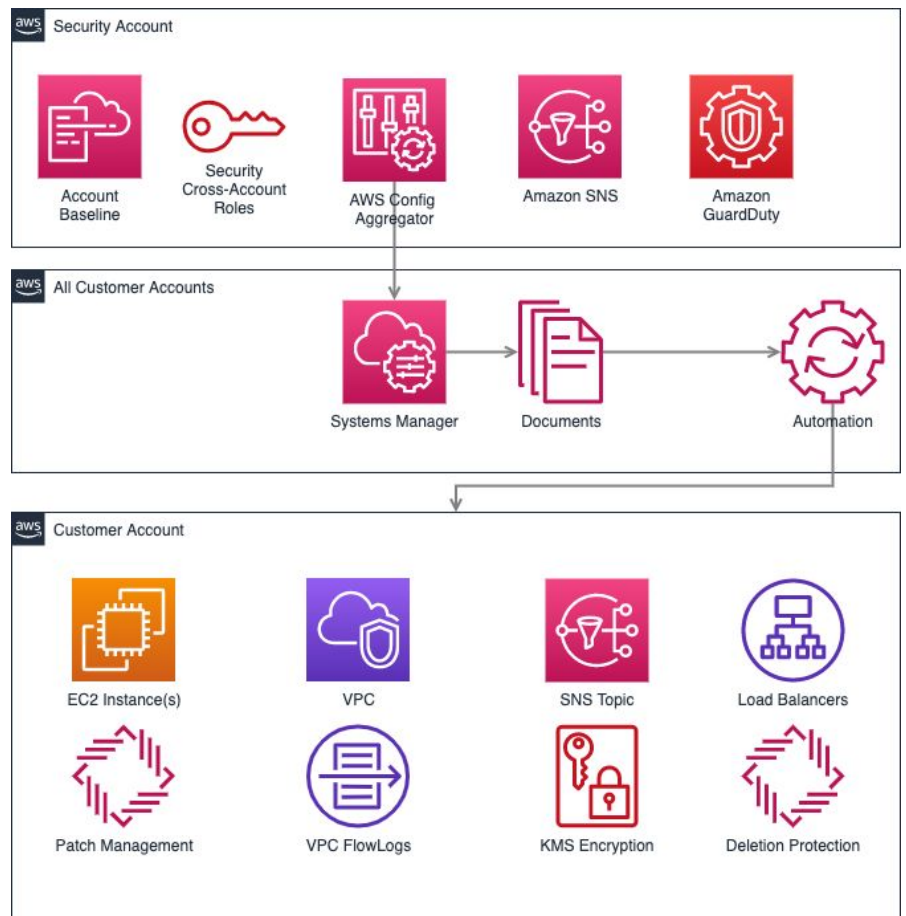
Facilitabots was born to facilitate the interactions and activities of companies using artificial intelligence. They carry out automation, analysis and integration for companies to improve the experience and interaction with their customers. **Facilitabots** are a digital business born in the cloud, leveraging cloud technology using AWS native services.

Facilitabots wants to be present in all channels where clients are. Increase the quality and productivity of customer services providing simultaneous interactions. Fast messages and customised self-service according to the needs of everyone's business.

Facilitabots participated in a Well Architected Review session by **nubeGo** that highlighted several areas of improvement according to a comparison against AWS recommended best practices. To address some of these recommendations, **Facilitabots** decided to engage with nubeGo to build automation around security and general deviations discovered during the WAR. The simplest and most effective way was to build Automation Documents using AWS Systems Manager and remediate findings using AWS Config in conjunction with the SSM service.

Cloud Challenge

nubeGo Engagement



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Case Study



Realised Benefits



Tools Used



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By using AWS Systems Manager Documents by **nubeGo**, **Facilitabots** is ensured that:

- VPCs have FlowLogs enabled
- SNS Topics are encrypted by default in every region, in all accounts.
- EBS Volumes are encrypted by default in all regions, in all accounts.
- All instances are regularly patched and keep compliance.
- Load Balancers have deletion protection enabled
- KMS Keys are rotated following best practices
- CloudWatch Logs have a defined expiration date.

- The solution is deployed in multiple regions depending on the customer choice.
- From a security perspective, more than 40 AWS Config rules are applied to every account and aggregated into the security account.
- With more than 65 AWS Config rules, 20+ security control policies, and 10+ SSM automation documents, when a new rule is out of support, an automatic fix runs in seconds. These solutions could be Lambda functions or API calls to AWS services. Currently you protect S3 buckets and patch EC2 instances using AWS Systems Patch Manager.



Relying on an automated, secure and self-healing environment is everyone's dream. Our team now focuses on what's important, our clients.

Andres Restrepo, Director of Technology

nubeGo



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