

SUCCESS CASE

Segware & RealCloud: transforming alarm event management with Generative AI on AWS



Segware



Founded in 2001, Segware is a Brazilian company specialized in developing software for monitoring centers. Its platforms integrate functionalities such as electronic alarm monitoring, access control, video monitoring, data analysis, and communication, allowing security companies to reduce operational costs with scalable and reliable technology.



Overview

Segware, a leading provider of electronic security solutions and monitoring platforms, processes over 27 million events daily through its SIGMA platform (Integrated System for Alarm Management and Monitoring). Aiming to scale and standardize the description of occurrences, the company partnered with RealCloud and AWS to implement a solution based on generative AI. Using Amazon Bedrock, the new architecture automates the generation of narrative texts for alarm events, bringing greater clarity, consistency, and efficiency to operators and customers.

Challenge | Scalability and intelligence for realtime event analysis

Segware needed to transform the way its operators manually described occurrences—a critical and repetitive task, with over 19,000 events per minute stored in MongoDB and distributed across multiple sources. With the evolution of Segware SIGMA AI, the goal was to automate this task, reduce errors, and free up the team's time for more strategic activities. Additionally, the company plans to integrate image analysis and enable intelligent queries on historical data spanning up to 10 years.

Solution | SIGMA AI with Amazon Bedrock and architecture designed by RealCloud

With technical support from RealCloud, Segware adopted a modern, serverless architecture based on AWS services such as:

- **Amazon Bedrock** (LLaMA, Titan, and Claude models) with native Portuguese support;
- **Amazon S3, MongoDB Atlas, and Databricks** for storage and data engineering;
- **AWS Lambda and API Gateway** for on-demand orchestration;
- **EMR Serverless** for scalable processing.

This architecture enabled data vectorization, intelligent querying, and automatic generation of descriptive texts for received events. Operators can now trigger the generation of a standardized narrative with a single click, eliminating language inconsistencies and improving communication with end customers.

RealCloud also enabled the proof of concept (PoC) through AWS credits, ensuring that Segware incurred no financial costs during the initial testing phase.

Results | First phase with direct business impact

The first phase of the project has already delivered significant results:

- Over **50% reduction in operator response time**;
- **Standardization of event descriptions**, improving clarity and communication quality with natural language;
- **Elimination of manual errors**, increasing trust in the platform;
- A solid foundation for future AI applications, including video analysis and intelligent reporting.

- Scalable architecture to process over 30 billion events and 1 billion images;
- Full support for the Portuguese language in generative AI workflows;

“Our partnership with RealCloud turned our vision into reality. With expertise in AWS and generative AI, we were able to safely leverage Amazon Bedrock’s capabilities and build a scalable, Portuguese-language solution with a direct impact on our business. Today, we generate event descriptions with much greater speed, standardization, and value for our clients.”

Igor Piovezan
Technology Manager, Segware

The solution strengthens SIGMA AI’s value proposition, positioning Segware as a reference in innovation within the security sector.

The role of RealCloud

RealCloud was responsible for assisting in defining the architecture and providing technical support for the PoC, applying AWS best practices and evaluating the most suitable AI models (LLaMA, Titan, Claude). It also led the process of obtaining AWS credits, ensuring Segware could test the solution without initial financial costs.

Beyond technical expertise, RealCloud acted as a strategic partner throughout the project, translating Segware’s challenges into a robust, scalable, and future-ready architecture.



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About RealCloud

RealCloud is a leader in cloud management and optimization solutions in Latin America, helping companies achieve operational efficiency through cost reduction and performance improvement. With clients such as Koin, VTEX, iFood, and Hotmart, RealCloud has helped save over US\$380 million in cloud expenses. Learn more at: realcloud.ai

