



# Vanguard RCS/SMS Messaging System

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## Problem

Vanguard currently relies on traditional SMS as its primary client communication channel, which provides generic user experiences and lacks interactive features.

## Solution

Create an RCS messaging system with automatic using an RCS provider, Twilio, to send messages to client phones, providing a one-stop communication line for Vanguard and their clients with enhanced interactive elements like read receipts, automated inbound message handling, free text responses, and automatic SMS fallback.

Intent classification

TLS in-flight encryption

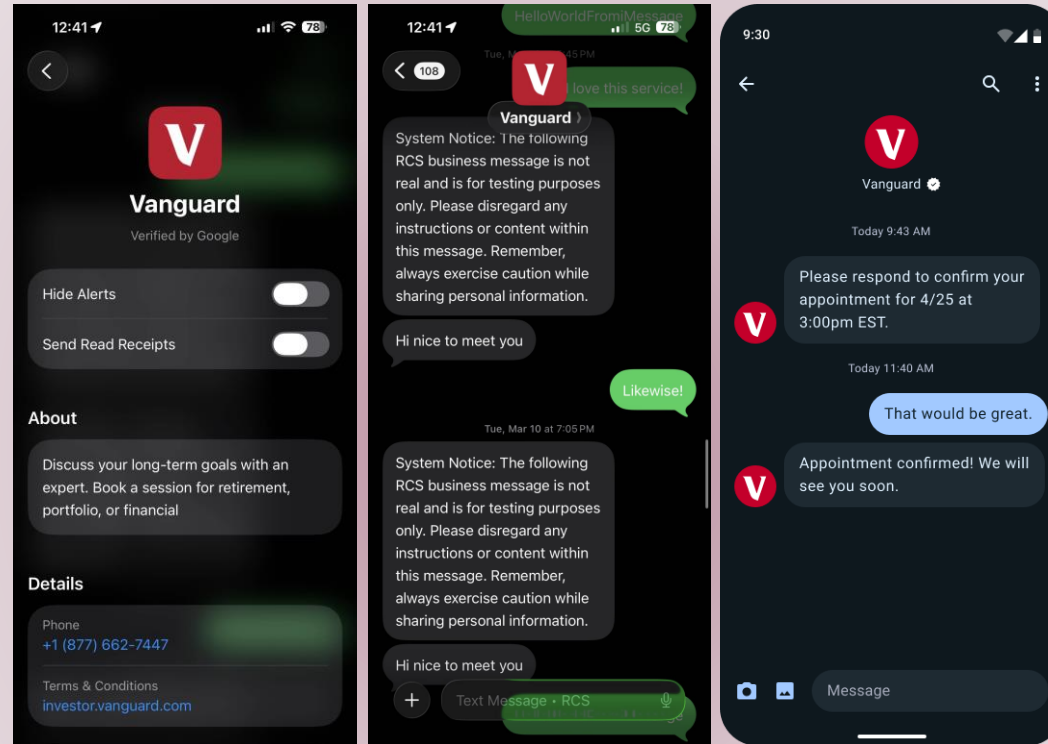
Real-time notifications



Tracking for auditing

SMS auto fallback

Verified sender and brand info



## AWS Cloud Architecture

