NICE Cloud Architecture Framework

Persona Applications
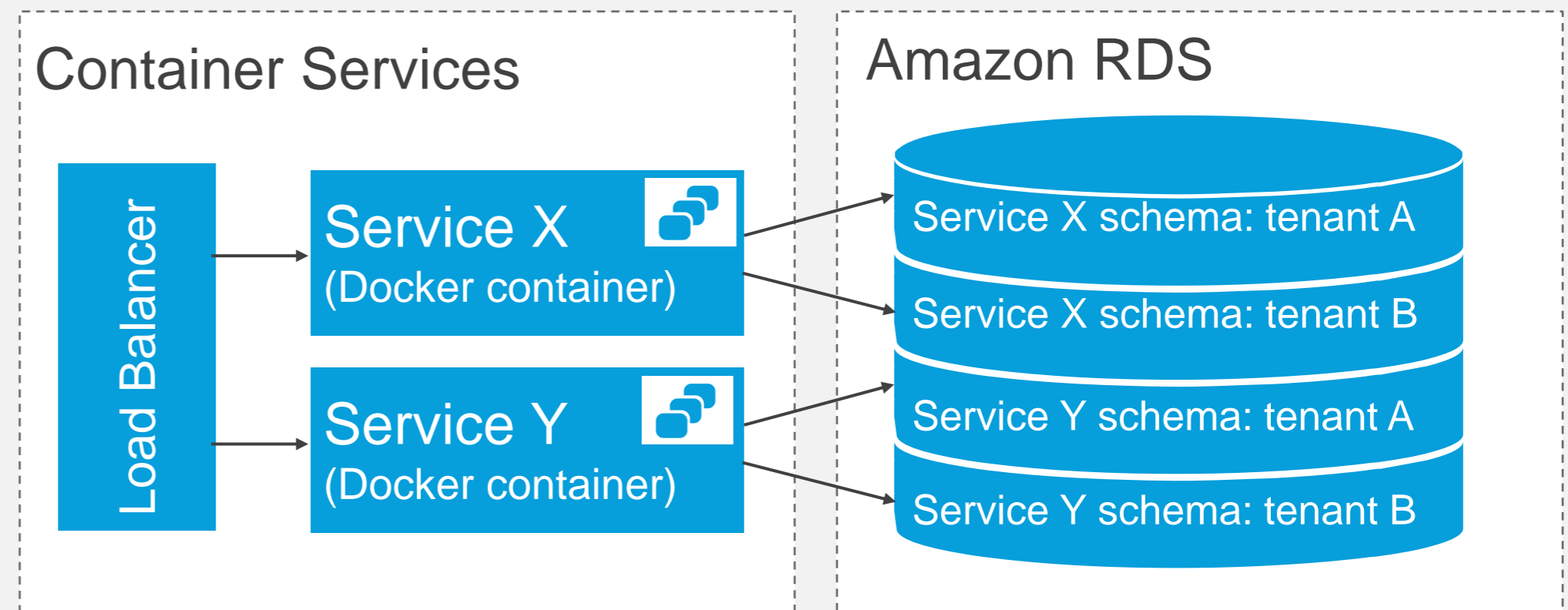
Shared Application Services

Common Services

Cloud Infrastructure

NICE

Cloud Platform Design – Guiding Principles

- **Independent Micro Services**
  - Allow full integration and development flexibility
  - Easy to maintain, update and extend functionality
- All communications flows performed via REST APIs
- Use of AWS Services (initially, future planned as agnostic)
- A modular UI infrastructure
- Data decoupling
- Flexible tenant management
- Aligned with CI/CD principles

Container Services

Load Balancer

Service X
(Docker container)

Service Y
(Docker container)

Amazon RDS

Service X schema: tenant A

Service X schema: tenant B

Service Y schema: tenant A

Service Y schema: tenant B

= Autoscaling services

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