

Audits that listen

Reimagining audit management with an AI-powered voice-enabled platform on AWS



Summary

Sonata implemented an AI-powered audit management platform with voice-enabled capabilities to help a large packaged goods manufacturer streamline their complex, multi-standard audit processes. By leveraging AWS cloud infrastructure and AI technology, the solution automated stakeholder coordination, centralized information collection, and enabled conversational audit interviews. This transformation reduced audit preparation time by 60%, saving approximately 50 person-hours per audit cycle.

Customer overview

A US-based company that manufactures household essentials for cooking, food storage, waste management, and disposable tableware.

Pressure points

The client manages multiple mandatory compliance audits including ISO 9001 (quality management), ISO 14001 (environmental management), ISO 45001 (occupational health and safety), and Fire Safety certifications. These audits require annual or bi-annual surveillance with extensive organizational coordination.

Audit preparation demanded extensive PMO coordination with stakeholders across the organization

Required input from 7–8 departments and coordination with over 20 key stakeholders per audit

Information collection, drafting, and persistent follow-ups frequently delayed audit readiness

High operational overhead increased risk of compliance gaps

Time-consuming manual processes strained internal resources

Solution highlights

Sonata implemented an AI-powered audit management platform with a voice-enabled bot embedded in an AI playground, designed as an advanced alternative to traditional audit management approaches. The platform leverages NovaSonic AI technology to enable conversational audit interviews, automate stakeholder coordination, and centralize audit documentation.

Solution architecture

Internally hosted application using HTTPS with Application Load Balancer and Amazon S3 for secure access

AWS Lambda for backend processing with private connectivity to S3, DynamoDB, and Amazon Bedrock (NovaSonic) via VPC Endpoints

Amazon Cognito, Secrets Manager, and IAM for authentication, authorization, and secure secret management

Centralized logging and monitoring through Amazon CloudWatch

Automated deployments using GitLab CI/CD for consistent, version-controlled releases

Technology used

- AWS Lambda
- Amazon S3
- Amazon DynamoDB
- Amazon Bedrock – NovaSonic
- Amazon Cognito

- AWS Secrets Manager
- AWS IAM
- Amazon CloudWatch
- GitLab CI/CD

Results that speak volumes

Improved audit readiness and compliance confidence

Higher stakeholder engagement through conversational interfaces

Reduced administrative burden on PMO teams

Centralized and more accurate audit information management

By the numbers

60% reduction in audit preparation time

50 person-hours saved per audit cycle

85%+ audit owner engagement rate