



Amazon Connect Managed Services Program (MSP)



At ScaleCapacity, we take pride in being an AWS Partner with a team of AWS-trained and certified engineers who specialize in Amazon Connect. We offer a range of solution sizes, so you can choose the one that best fits your organization's needs—no matter the scale. With extensive experience delivering Amazon Connect solutions and providing managed service support across industries like government, commercial, and higher education, we bring both technical expertise and industry insight to every engagement. Our goal is to deliver flexible, reliable, and expertly managed services that help our clients thrive.



Benefits:

- **Less busywork, more impact:** We automate repetitive tasks so your team can focus on strategic work—not manual processes.
- **Real expertise, not just tools:** Our AWS specialists bring deep technical knowledge and real-world business insight to every engagement.
- **We learn your environment:** By understanding your unique setup and team dynamics, we ensure our solutions drive real, lasting impact.
- **Always on, always accountable:** With 24/7 support and proactive monitoring, we're there when you need us—no handoffs, no delays.
- **Security that keeps up:** We strengthen access controls and identity management without slowing your systems down.

It's not just about fixing what's broken. It's about building something better—together. As a certified partner, we bring the kind of stability that helps systems run smoothly without surprises. But more importantly, we show up as a partner, not just a provider—meeting you where you are today, and supporting where you want to go next. Our work is grounded in best practices and driven by real value, enhancing every interaction—both behind the scenes and at the customer level. By signing up for our MSP, we bring you the following:

Innovation that moves with you: We keep pace with the latest Amazon Connect features and enhancements, deploying them as soon as they're available, so you're never stuck with yesterday's tools when the market moves forward.

Stability built on partnership: We ensure your systems are running reliably and securely, with fewer surprises and less downtime.

IT 2.0/MSP 2.0: Whether you're maintaining or evolving your IT, we build support around your goals and ensure your organization's success.

Best practices that drive real value: We deliver optimized processes, smoother experiences, and better interactions—for your team and your customers alike.



ScaleCapacity

| Premium Support Contract provides you with: | Small (0-50 Agents) | Medium (51-250) | Large (251-500) |
|--|------------------------|--------------------|--------------------|
| Hours of Service 24x7x365 | ✓ | ✓ | ✓ |
| Technical Support for issue resolution | ✓ | ✓ | ✓ |
| Proactive Monitoring | ✓ | ✓ | ✓ |
| MACD Activity Credits (monthly) | 12 | 16 | 20 |
| Vendor Management (Liaison with AWS Support and 3rd parties) | ✓ | ✓ | ✓ |
| Capacity Management | ✓ | ✓ | ✓ |
| Monthly Service Performance reporting | ✓ | ✓ | ✓ |
| Quarterly review of Amazon Connect product enhancements | ✓ | ✓ | ✓ |
| Quarterly Business Review | ✓ | ✓ | ✓ |
| On-Demand Agent & Supervisor Training | ✓ | ✓ | ✓ |
| Annual Immersion Workshop for Innovation | ✓ | ✓ | ✓ |
| Development Hours (Annually) | 40 | 96 | 120 |

Contact Us

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