ScaleCapacity

Modernizing Financial Services with Responsible, Enterprise-Grade AI

ScaleCapacity is an advanced AWS Partner and 2025 AWS Partner of the Year for Modernization and Migrations, with proven expertise helping FinTech companies modernize customer engagement and digital service operations at scale. We have supported organizations across industries in large-scale cloud migrations, contact center modernization, and AI adoption, including complex, high-growth financial platforms.

Our deep experience delivering Amazon Connect and Generative AI solutions in highly regulated financial services environments—where data protection, compliance, operational resilience, and auditability are critical—directly translates to the complex growth, scalability, and regulatory demands faced by modern FinTech organizations.

Enterprise-Scale AI-Powered Financial Services & Customer Operations

ScaleCapacity helped a FinTech customer replace a costly, capacity-constrained chat and IVR platform with Amazon Connect in just 60 days—delivering $1.3M in cost savings, scaling chat concurrency from ~1,000 to 7,500, and supporting 15–20K chats per day and 200K calls per week.

More on ScaleCapacity:

ScaleCapacity helps FinTech and Financial Services organizations modernize customer and agent experiences through AWS-native contact center and AI solutions. Our cloud-first approach embeds intelligence into customer and operational workflows to improve experience, efficiency, and decision-making. This enables financial institutions to accelerate digital transformation while scaling securely and responsibly.

Enterprise-Scale AI-Powered Financial Services & Customer Operations:

- **High-volume customer interactions drive rising service costs:** AI-powered self-service, intelligent routing, and agent assist reduce handle time while scaling securely across voice and digital channels.

- **Fragmented customer and transaction data slows resolution:** Unified, AI-assisted access to account, transaction, and interaction data enables faster, more consistent customer outcomes.

- **Legacy contact center platforms limit scalability and agility:** Cloud-native, elastic architectures scale automatically to support peak financial events without capacity constraints or over-provisioning.

- **Regulatory and operational risk increases with manual processes:** Built-in security, auditability, and automated compliance controls align customer operations with financial services regulatory expectations.

Request a Financial Services Customer Engagement Assessment