

ScaleCapacity Snapshot | March 2026

Inside Edge: Your Monthly Pulse on the ScaleCapacity and AWS Partnership

Project Highlights

CA DMV – Chat Migration

ScaleCapacity completed the CA DMV Chat Migration project, transitioning the California DMV's live agent chat capability from Salesforce Agent Chat to Amazon Connect in response to Salesforce's planned retirement of Agent Chat. The effort consolidated chat and voice onto a single Amazon Connect platform while leaving the DMV's existing self-service chat solution in place and was delivered on an accelerated timeline. The solution leveraged the DMV's existing Salesforce CTI adapter and embedded Contact Control Panel (CCP), allowing agents to continue handling both voice and chat interactions within their existing Salesforce workflow. This reduced the need for process changes and limited operational disruption during the transition.

University of Minnesota – NIH AWS Automation Project

Phase 1, which has been completed, focused on building a secure, scalable cloud-based architecture to support controlled data ingestion, storage, and researcher access workflows. Key components implemented include automated data validation pipelines, structured access controls aligned with compliance requirements and streamlined provisioning processes for approved users. The solution was designed with long-term scalability and governance in mind, ensuring researchers can efficiently access high-quality data within a secure and

compliant environment. Following the completion of Phase 1 of the NIH AWS Automation Project, the ScaleCapacity team received highly positive feedback and strong stakeholder satisfaction.

Currently in Phase 2, the team is building upon the strong foundation established in Phase 1. Enhancements are focused on improving authentication mechanisms and introducing more reliable email notification capabilities to strengthen both user experience and security. Additional advancements include the introduction of GPU-enabled node instances to support compute-intensive workloads, integration of neuroimaging tools to enhance research capabilities, and implementation of scratch storage to enable faster processing and more efficient temporary data handling. These improvements further optimize performance while maintaining robust security and compliance standards.

Looking Forward

We recently achieved the AWS Government competency, bringing our total to eight. We look forward to expanding our reach into bigger public sector agencies, including Federal agencies, with this new competency.

Many of our projects continued to progress well in the month of March despite not calling out major milestones here. Next month is shaping up to be very busy with new projects kicking off and some wrapping up, so stay tuned for more in April's newsletter!

Connect Managed Services Program (MSP) Highlights

- OK ABLE and LA Metro will be supported by Connect MSP team after project go-lives.

Recent and Upcoming Events

- March 19th | Silver Sponsorship at AWS Imagine for Nonprofits in DC
Attendees: Carminia Panlilio, COO and Mike Vozas, CRO
- March 24th | ProServ Meeting in DC - ScaleCapacity pitched to leadership team
Attendees: Mike Vozas, CRO and Kevin Moore, Director of Sales
- March 16th-18th | AWS Global Partner Summit (GPS) in Seattle
Attendee: Sharad Parsana, CEO and Founder
- April 26-29th | NASCIO 2026 in Philadelphia
Attendee: Sharad Parsana, CEO and Founder

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