



Modernizing Claims & Customer Service with Responsible, Enterprise-Grade AI



ScaleCapacity is a premier AWS Partner and 2025 AWS Partner of the Year for Modernization and Migrations, with proven expertise helping insurers modernize claims and customer service at scale. We have supported organizations across industries in large-scale cloud migrations, contact center modernization, and AI adoption, including complex insurance technology platforms.

Our deep experience delivering Amazon Connect and Generative AI solutions in highly regulated public sector environments—where security, compliance, and resilience are critical—directly translates to the complex operational and regulatory demands of the insurance industry.

Enterprise-Scale AI-Powered Claims & Service Operations:

- **Omnichannel claims and policy engagement:** Enable policyholders to file claims, check status, and access support across voice, chat, web, and mobile, with AI-driven self-service for routine interactions.
- **Intelligent routing and agent assistance:** Use AI to route inquiries, surface historical claim data, and recommend next-best actions to improve first-call resolution and reduce handle time.
- **Secure, compliant platform integration:** Integrate Amazon Connect with claims, policy, and billing systems (e.g., Guidewire, Duck Creek, or custom platforms) using AWS-native security and compliance controls.
- **Elastic scalability for surge events:** Automatically scale contact center capacity during catastrophic events such as storms or wildfires without downtime or performance degradation.

Public Sector Contact Center Transformation with Quantifiable Results

ScaleCapacity helped the Wisconsin DOR cut contact center technology costs by 66%, reduce call hold times by 60%, eliminate outages, and improve operational performance with real-time analytics..

More on ScaleCapacity:

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

**Request an Insurance CX
Modernization Assessment**