

ScaleCapacity Signs Strategic Collaboration Agreement with AWS to accelerate CX and Migration Capabilities

New Go-To-Market Agreement Targets Customer Experience, Cloud Migrations, Generative AI, and VMware Modernization

LOS ANGELES, CA — June 23, 2025 — ScaleCapacity, a fast-growing cloud modernization firm, announced today that it has signed a strategic collaboration agreement (SCA) with Amazon Web Services (AWS). The agreement expands ScaleCapacity's longstanding collaboration with AWS through a joint go-to-market initiative focused on accelerating cloud transformation in four priority areas: customer experience (CX), cloud migration, generative AI (GenAI), and VMware modernization.

As part of the agreement, ScaleCapacity will deepen its use of AWS to expand its solution portfolio and help customers drive innovation faster. These services include Amazon Connect and AWS Transform for VMware migrations, as well as generative AI offerings such as Amazon Bedrock, Amazon SageMaker, and Amazon Textract. With this collaboration, ScaleCapacity is poised to help even more organizations modernize securely and at scale.

Helping Customers Get to Market—Faster and More Efficiently

For ScaleCapacity customers, the SCA underscores the firm's expertise in driving transformation on AWS. The SCA accelerates access to AWS programs and funding opportunities, helping clients innovate faster while reducing time-to-value. The agreement also strengthens ScaleCapacity's collaboration with AWS teams—streamlining the process for customers and ensuring alignment with AWS best practices and strategic priorities.

"This strategic collaboration agreement represents a major milestone in ScaleCapacity's growth," said Sharad Parsana, Founder and CEO of ScaleCapacity. "We're known not just for our technical expertise, but for how deeply we care about our customers' missions. This agreement will help us scale that impact—with AWS at our side."

Accelerating Outcomes in Four Priority Areas

The new agreement will allow ScaleCapacity and AWS to collaborate more closely in response to growing demand for:

- **Modern Contact Center Solutions:** ScaleCapacity helps customers modernize legacy contact centers using Amazon Connect, an AI-native

contact center from AWS. Fully managed services from ScaleCapacity include setup, contact flow design, system integration, monitoring, and 24/7 support.

- **Cloud Migration:** Through a hands-on, five-phase approach, ScaleCapacity helps organizations migrate infrastructure, applications, and data to AWS while guiding modernization and operational optimization. Clients benefit from ROI modeling, AWS landing zone access, and post-migration services like DevOps enablement and CI/CD enhancements.
- **Generative AI:** ScaleCapacity supports the full AI lifecycle—from building centralized data lakes and developing ML models to deploying NLP apps like Q&A bots, sentiment analysis, and language translation. The firm's agile approach enables rapid prototyping, with some solutions going live in just one week. ScaleCapacity has achieved the AWS Generative AI Competency, which recognizes the company as an AWS Partner that helps customers drive the advancement of services, tools, and infrastructure pivotal for implementing generative AI technologies.
- **VMware Modernization:** Following Broadcom's acquisition of VMware, ScaleCapacity helps clients navigate uncertainty with tailored AWS migration paths built on a proven four-step process: mapping workloads, migrating data, optimizing performance, and identifying post-migration cost savings and licensing improvements.

Across these four focus areas, ScaleCapacity blends hands-on experience with flexible delivery models to help customers modernize with speed and confidence. One example: in Contra Costa County, the District Attorney's office partnered with ScaleCapacity to implement a GenAI-powered workflow automation solution.

"We wanted to adopt an AI-driven solution to automate everything," said James Mount, Contra Costa County Information Systems Manager. "ScaleCapacity solutions built on AWS could tailor our workflow to easily incorporate the requirements."

About ScaleCapacity: A Trusted Resource for AWS Customers

As an AWS Advanced Tier Services Partner, ScaleCapacity brings a proven track record of cloud transformation across both commercial and public sector markets.

"Businesses everywhere are demanding better cloud and generative AI solutions to improve their customer experiences, and ScaleCapacity is answering the call," said Rishi Bhaskar, Director of Worldwide Public Sector Partner Sales, AWS. "This agreement is one example of how ScaleCapacity goes above and beyond to help

organizations modernize in support of their core missions. We look forward to deepening our collaboration--and helping even more customers--through this agreement."

In addition to being an AWS Advanced Tier Services Partner, ScaleCapacity holds seven AWS Competencies—including the AWS Generative AI Competency, AWS DevOps Competency, and AWS Migration Competency—and participates in five AWS Partner Programs. This deep alignment ensures customers receive support that is technically sound, financially optimized, and strategically aligned with AWS.

With this agreement, ScaleCapacity and AWS are positioned to help more organizations modernize critical systems, adopt innovative technologies, and accelerate their digital transformation journeys.

To learn more about ScaleCapacity's AWS offerings, visit www.scalecapacity.com or start a conversation with us at info@scalecapacity.com.

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