

Advancing Public Service and Modernization with AI



Public agencies face pressure to modernize while ensuring reliable services. In this Q&A, **Mike Vozas**, chief revenue officer at ScaleCapacity, shares how partnering with Amazon Web Services (AWS) helps government leaders adopt AI, transform contact centers and enhance service delivery.

How can agencies modernize without disrupting services?

The key is planning. Agencies should define what they want to achieve, then work with a partner who can map out a smooth transition. Disruption is relative — usually seconds or minutes, not days — and with the right approach, even mission-critical services can be upgraded with minimal downtime. Modernization doesn't always mean visible change for end users. Sometimes it's about strengthening capabilities and functions beneath the surface.

What is AI readiness for agencies?

Many agencies see the potential of technology like generative AI (GenAI) but still aren't sure how to apply it to their day-to-day mission needs. AI readiness means starting small, identifying narrow use cases and proving value before you scale. Large, sweeping projects often fall short, but targeted pilots with measurable outcomes, such as reduced benefit approval times, deliver real impact.

Why is GenAI valuable for government?

There are strong use cases in workflow support. GenAI can help caseworkers track eligibility requirements in government programs and handle redaction services to protect personal data. It can also streamline communications across calls, emails and texts, which allows staff to move through cases faster and serve constituents more effectively.

How can agencies transform legacy contact centers?

Traditionally, contact centers were built to focus on phone-based support only. Now, customers

expect an omni-channel experience with options. Callers can use self-service tools before they reach an agent. A contact center can authenticate individuals in advance, and customers can choose to interact via text or apps instead of a phone. These updates lead to more efficient problem resolution and service delivery.

How does your strategic collaboration with AWS help agencies?

It accelerates ScaleCapacity's ability to bring our proven solutions to even more customers. AWS also provides funding support and credits that help agencies lower modernization costs. Our solutions are powered by AWS services, and this partnership means agencies can benefit from faster and more cost-effective modernization.

How should leaders prioritize AI, modernization and service delivery?

Agencies should start by focusing on core mission goals and workflow improvements. As they face the challenge of doing more with less, automations can speed up routine processes, and intelligent tools can free staff to concentrate on complex cases. For example, with ScaleCapacity's support, the California DMV now serves approximately 40% of its clients without routing calls to a live agent.

Don't try to boil the ocean. Find a couple of areas to improve, and you might be surprised. We've helped organizations reduce their costs by 60%.