

ScaleCapacity Snapshot | November 2025

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

Meet the team!



Carminia Panlilio
Chief Operating
Officer (COO)



Sharad Parsana
Founder & CEO



Mike Vozas
Chief Revenue
Officer (CRO)

ProServ/Data/AI, led by Sharad Parsana:

Lead SAs: Bryan Marquez and Yousuf Mohammad

Connect, led by Jeff Spronk:

TPMs: Jean Shin, Betty Wan, Ketan Parikh, Stephanie Collins

DM: Randy Hicks

Lead SAs: Manush Parikh, Sabiha Ali, Ankit Jain



Jeff Spronk
Vice President,
Customer Experience



Kevin Moore
Director of Sales



Maulik Naik
Head of Application
Services



Javeed Shaik
Senior VP of
Platform and
Infrastructure

Platform Services, led by Javeed Shaik:

TPMs: Karin Sanati, Banshi Delwadia

SAs: Karin Sanati, Thomas Cook, Sampath Reddy, Rajeev Singh Jadon, Ram Dubey

Maulik Naik:

Lead SAs: Kavan and Haripriya

Introducing our PMO Director, Jean Shin

In early 2025, SC launched a company-wide PMO to drive consistency, align projects with strategic goals, and improve visibility. In June, Jean Shin was promoted to PMO Director, and under her leadership, project outcomes have improved through standardized processes, centralized tracking, strategic alignment, optimized resource use, and clearer accountability.

Project Highlights

District of Columbia Office of the Chief Financial Officer - Connect

The District of Columbia Office of the Chief Financial Officer (DC OCFO) Connect project development phase is underway, with a planned three-phase go-live starting December 15th, full production planned by end of Jan. The customer, ScaleCapacity, and AWS worked together to overcome multiple complexities, including integration with four external solutions, IRS 1075 compliance requirements, and coordination across 14 different lines of business. Their strong collaboration enabled effective problem-solving. The successful deployment of Connect across DC OCFO will yield the following benefits:

- 30% Call Deflection rate (call centers handle over 1 million calls per year)

- 90% reduction in abandonment rate (current rate is that 35% calls abandoned and will be closer to 12% by January)
- Improved first contact resolution rates and higher CSAT

Hawaii's Office of Enterprise Technology Services - Migration

Hawaii's Office of Enterprise Technology Services (ETS) is the state's central IT authority within the Department of Accounting and General Services. It oversees statewide IT for the executive branch, including strategic planning, cybersecurity, IT operations, and modernization across all agencies. Due to their incumbent vendor's lack of expertise in AWS Landing Zone and POC migrations, ETS executive leadership decided to switch vendors. They chose ScaleCapacity because

ScaleCapacity had previously proven subject matter expertise in successfully completing projects with high CSAT sentiments for Hawaii's Department of Commerce and Consumer Affairs (DCCA). After some initial conversations with leaders, ScaleCapacity was quickly brought onboard by ETS to review and enhance the Landing Zone and perform end to end migration of all Servers from Datacenter to AWS. The project is underway and progressing well.

University of Phoenix - Migration

ScaleCapacity recently completed a successful project with University of Phoenix (UoPX), where ScaleCapacity helped UoPX migrate 1400 VMs successfully to AWS and generated \$1.7M in ARR for AWS. To achieve these results, ScaleCapacity used MAP funding for UoPX, lift and shift strategy for rapid migration, optimization, alleviating on-premises capacity constraints, and overall lowering networking/compute/storage costs.

Recent and Upcoming Events

- Sharad Parsana, CEO of ScaleCapacity, recently attended the **Formula 1 Grand Prix** in Austin, courtesy of Amazon Web Services. Reflecting on the experience, Sharad shared: *"That relentless pursuit of continuous iteration - using data to find one-tenth of a second, 1% more efficiency, or one better solution - is what separates championship winners."*
- Sharad Parsana, has also recently attended the **2025 Federation of Tax Administrators (FTA) Technology Conference & Expo**. The 2025 FTA Technology Conference & Expo unites tax and tech leaders to explore innovations shaping the future of tax administration.
- Raj Makkar, ScaleCapacity team member, attended the **AWS State, Local, and Education Learning Day (SLED)** in Phoenix on Nov. 12th, 2025. AWS Learning Day at ASU brought together cloud enthusiasts, industry leaders, and students for an engaging mix of AI/ML, modernization, and security sessions, fostering collaboration and career conversations.
- ScaleCapacity will be attending **AWS re:Invent**, AWS re:Invent is the premier global cloud event, uniting innovators for

keynotes, hands-on learning, and networking to shape the future of technology.

- ScaleCapacity is hosting **happy hour at re:Invent** in Las Vegas. Time to mix, mingle, and make meaningful connections, hope to see you there!

Always Learning & Leveling Up

Our entire Connect team has already earned 3 of the 4 available Connect Badges and are well on their way to earning the fourth badge, AWS Knowledge: Amazon Connect Reporting & Analytics!



ScaleCapacity continues to grow our employees' AWS certifications, 100+ and counting.

MSP Update

ScaleCapacity's MSP practice is gaining momentum, adding new customers monthly. Our current roster includes 8 active customers, with 4 additional contracts expected to be signed in 2025, spanning both public sector and commercial clients. We provide post-deployment support across Connect, Platform/Infrastructure, and Data/ML/AI. Our Connect team offers rapid issue resolution and ensures customers benefit from the latest features and optimized call center solutions. For Platform and Infrastructure—including data analytics, ML, and AI readiness—we deliver 24/7 support to accelerate innovation, minimize downtime, and empower internal teams to focus on strategic growth.

Connect with ScaleCapacity