

ScaleCapacity Snapshot | February 2026

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

Project Highlights

District of Columbia – Office of the Chief Financial Officer

The ScaleCapacity team successfully migrated 11 lines of business—supporting more than 150 agents—to Amazon Connect through a structured, three-phase rollout. Agents have embraced the platform’s automatic call summaries, significantly reducing the time spent logging customer interactions in downstream tracking systems. Since the Customer Service Administration contact center went live, call abandonment rates have dropped by more than 15% compared to the legacy system, delivering a measurable improvement in customer experience and operational efficiency.

Los Angeles Metro

As Los Angeles Metro prepares for a major surge in customer calls ahead of the highly anticipated FIFA World Cup 2026, the ScaleCapacity team is building a scalable and secure foundation to support the increased demand. In collaboration with Sycurio, the team is implementing a robust payment

gateway integration designed with customer privacy as a top priority. This solution will help LA Metro manage higher call volumes while maintaining a strong first-call resolution rate for its TAP system, ensuring a seamless experience during one of the city’s busiest global events.

Noteguard – Northwestern University

We kicked off the Noteguard project earlier this year with the goal of supporting Protected Health Information (PHI) workflows through a simplified UI/UX experience, enhanced authentication, and seamless backend integrations. After finalizing the technical requirements and architecture, the team began designing Figma prototypes and setting up dedicated AWS accounts to initiate development. Current efforts are focused on building a secure and scalable foundation while advancing core platform enhancements aimed at improving performance, automation, and overall system reliability. This project lays the groundwork for a secure, compliant, and user-friendly platform tailored to sensitive healthcare data workflows.

Connect Managed Services Program (MSP) Highlights

- Onboarded OK Teachers' Retirement System (TRS) as part of the OK OMES MSP program.
- Over the past 60 days, unresolved ticket aging improved significantly, dropping from a consistent 30–38 day range to 6–13 days starting in early February. This is an improvement of roughly 70% that has been sustained for several consecutive weeks.

Recent and Upcoming Events

- Feb 9th – Feb 13th | Connect Team’s Accelerator Program at Idaho DHW
- February 12th | Sales Enablement meeting at Carahsoft (VA office)
Attendees: Sharad Parsana, CEO & Founder and Mike Vozas, CRO
- February 24th – 26th | Connect Team’s Accelerator Program at Colorado State University
- March 19th | Silver Sponsorship at AWS Imagine for Nonprofits - come see us at Booth 5
Attendees: Carminia Panlilio, COO and Mike Vozas, CRO
- March 16th-18th | AWS Global Partner Summit (GPS) in Seattle
Attendee: Sharad Parsana, CEO and Founder

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