

ScaleCapacity Snapshot | April 2026

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

Project Highlights

ABLE Commission – Modernizing Customer Service with Amazon Connect

The Oklahoma ABLE Commission partnered with ScaleCapacity to modernize its contact center by migrating to Amazon Connect, creating a more flexible, cloud-based customer service experience for its Licensing division. Through this project, ABLE implemented simplified call flows, role-based agent and admin access, and enhanced call routing to better support high call volumes and day-to-day operations. ScaleCapacity led agent and administrator trainings to ensure the ABLE team could confidently manage calls, queues, routing profiles, and reporting within Amazon Connect.

AWS Account Manager Tabitha McCuan and SA Doug Perks have played a critical role throughout post-go-live support. The team actively collaborated with AWS Support to troubleshoot and resolve issues such as voicemail delays and callback behavior, ensuring system stability during Hypercare. This close coordination allowed ABLE to quickly address issues while building confidence in the platform's long-term scalability and supportability.

Oklahoma Teachers' Retirement System (TRS) – Scalable, AI-Enabled Contact Center Transformation

ScaleCapacity successfully delivered an Amazon Connect contact center implementation for the Oklahoma Teachers' Retirement System (TRS), replacing the legacy NICE inContact platform with a modern, cloud-native solution designed for scalability, cost efficiency, and future innovation. The TRS solution includes streamlined call flows, full call recording, and centralized customer feedback via post-call, post-chat, and in-person survey capabilities.

With Amazon Connect and AWS native services, TRS now benefits from improved visibility into customer interactions as well as AI-enabled call analytics, summaries, and quality insights to support compliance and performance monitoring. With high satisfaction in the platform, TRS has become a trusted advocate for Amazon Connect

across Oklahoma government teams and is currently engaging with Kevin Moore on Phase 2 planning. This architecture positions TRS to scale AI capabilities, digital services, and automation while preserving a stable and cost-effective contact center foundation.

District of Columbia – Office of the Chief Financial Officer (DC OCFO)

The ScaleCapacity team successfully migrated 11 lines of business—supporting more than 150 agents—to Amazon Connect through a structured, three-phase rollout, delivering incremental product sign-offs at each stage. Agents have rapidly adopted capabilities such as automatic call summaries, significantly reducing manual effort in downstream tracking systems. Since the Customer Service Administration contact center went live, call abandonment rates have decreased by over 15% compared to the legacy platform, demonstrating measurable gains in both customer experience and operational efficiency. With final stakeholder sign-off anticipated in the third week of April 2026, the program is transitioning into a long-term Managed Services (MSP) engagement, ensuring sustained performance optimization, governance, and continuous feature enhancement.

Recent and Upcoming Events

- April 26th - 29th | NASCIO Mid-Year event in Philadelphia
Attendee: Mike Vozas, CRO
- May 5th | AWS Idaho Public Sector Innovation Day
Attendee: Sharad Parsana, CEO and Founder
- May 5th | ScaleCapacity Presentation to AWS FinTech team in NYC
Attendees: Mike Vozas, CRO & Raj Makkar
- May 12th | AWS Georgia Public Sector Innovation Day
Attendees: Kevin Moore, Director of Sales

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