ScaleCapacity Snapshot | January 2026

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

Oklahoma DHS Transforms Citizen Services with Amazon Connect

Through a strategic collaboration between AWS, ScaleCapacity, and the Oklahoma Office of Managed Enterprise Services (OMES), the State of Oklahoma's largest contact center is moving forward with a migration to Amazon Connect. This partnership combines AWS's industry-leading cloud contact center technology with ScaleCapacity's public sector expertise to deliver a modern, citizen-focused experience.

Why It Matters

This milestone was achieved through persistent teamwork and innovative funding strategies. AWS leveraged its Migration Acceleration Program (MAP) to ensure financial feasibility, while leadership engagement—including outreach to state decision-makers—helped secure commitment to a solution that benefits multiple agencies.

The Impact

The Oklahoma DHS implementation sets a new benchmark for state government modernization:

- Enhanced Citizen Experience: Faster, more accessible, and responsive services.
- Fiscal Responsibility: Leveraging MAP to minimize upfront costs.
- Strategic Partnership: Combining technology excellence with implementation expertise.

As the rollout continues, Oklahoma citizens will gain access to cloud-powered services that redefine government responsiveness—delivered efficiently and sustainably.

For details on the Oklahoma DHS Amazon Connect initiative, contact your AWS or ScaleCapacity representative.

2025 Year in Review and What to Expect in 2026

ScaleCapacity continued to grow, innovate, and deliver transformative solutions for our customers in 2025. Here are some of the key milestones that made last year unforgettable:

Expanded Leadership Team: Welcomed Jeff Spronk as VP of Customer Experience and Mike Vozas as Chief Revenue Officer, bringing deep expertise and vision to drive customer success.

Customer Impact: Delivered groundbreaking results for organizations like Contra Costa County with GenAI solutions and modernized the Wisconsin Department of Revenue's contact center using Amazon Connect, cutting costs by 66% and reducing hold times by 60%. Using a campus-wide AI platform on AWS, Boise State University cut per-user costs by 80%.

Innovation Spotlight: Advanced healthcare research with PixelGuard, Northwestern's AI-powered de-identification platform for medical imaging, featured at AWS Imagine.

Strategic Partnerships: Signed a Strategic Collaboration Agreement (SCA) with AWS to accelerate innovation in customer experience, cloud migration, generative AI, and VMware modernization.

Industry Engagement: Sponsored and exhibited at the California Assessors' Association Bay Area Regional Conference, strengthening relationships with public sector leaders. Sponsored meals and shared UX/UI design expertise at the Cal Poly Digital Transformation Hub's AI Summer Camp. Sponsored AWS Imagine in Chigaco and our Chief Revenue Officer, Mike Vozas, spoke on a panel about Generative AI Transforming Public Sector Operations.

Recognition: Honored by GovTech for our work with Oklahoma state agencies and featured in an AWS blog post showcasing our expertise in contact center modernization. Received the Education Consulting Partner of the Year (North

2025 Year in Review and What to Expect in 2026 (cont.)

America) and Global Public Sector Migration & Modernization Consulting Partner of the Year awards. Recognized as finalists for the Global Public Sector GenAI Consulting Partner of the Year and North America Public Sector Consulting Partner of the Year awards.

Going Forward in 2026: 2025 was a year of growth, collaboration, and impact, and we're just getting started. Here's to an even more transformative 2026! In 2026, ScaleCapacity is leveling up! We're expanding partnerships, growing in commercial (specifically gaining traction with Financial Services and Insurance right out of the gates in Q1) and Public Sector Organizations, and adding a strong focus on nonprofits. Plus, we're launching our Managed Services Program and delivering more innovative, automated AWS solutions—so our customers can truly "set it and forget it."

Thought Leadership Posts

- Shravya Reddy published her technical article on Amazon QuickSuite Community. In this article, she explains how to integrate Zendesk with Amazon QuickSuite, enabling teams to view, analyze, and query Zendesk tickets through a chat-based experience. **Find out more >**

- Ankit Jain built an Automated Deployment Tool for Amazon Connect DataTables. The tool has significantly streamlined our DataTables deployment workflow, reducing deployment time from hours to minutes and ensuring consistent, reliable data performance at scale. **Find out more >**

Recent and Upcoming Events

- Jan 27th, Carahsoft Sales Enablement Meeting, Reston, VA | Strategizing with Carahsoft sales leads across industries, with aim of growing our shared customer base

- Feb 16th, President's Day/Family Day/Nova Scotia Heritage Day (US & Canada, observed)

- Feb (Day and Time, TBD), Virtual Webinar for NPO | Reach out to our sales team to get registered for this event! sales@scalecapacity.com

- March 19th, AWS Imagine for Nonprofits, National Harbor, MD | We're sponsoring so come see us at our booth!

Project Highlights

Oklahoma Teachers Retirement System

Since going live on 12/08, customers have shared overwhelmingly positive feedback about the new Connect experience. On 1/05, the SC engineering team launched an Automated Scheduling feature that allows callers to hear the next available appointment over the phone. The system then sends a personalized Outlook meeting invite—with the customer's name and appointment details—directly to their email.

Oklahoma Tax Commission Phase 2

OTC continues to advance successfully through its multi-stage deployment plan. The team has now completed 2/3 deployment cycle, delivering major updates for both the Individual Income Tax (IIT) and Business Tax Services (BTS) call flows. The final phase of this project will be for the Audit and Collection teams.

Oklahoma Office of Managed Enterprise Services (OMES)

OMES went live on 12/10 with Quick Suite and flow changes. The project team is continuing to work on a custom Automation PW Reset solution through AWS Connect for OMES and hope to have a solution worked out soon.

Customers Onboarded onto our Amazon Connect MSP

- Wisconsin Department of Revenue – 12/22/25

- Arrowhead Pharmaceuticals – 1/12/26

- Montana State Fund – 1/15/2026

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