

ScaleCapacity Snapshot | June 2026

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

Project Highlights

Oklahoma Alcoholic Beverage Laws Enforcement (ABLE)

The Oklahoma Alcoholic Beverage Laws Enforcement (ABLE) Commission has successfully gone live on Amazon Connect, the agency's first-ever contact center solution. Prior to this engagement, ABLE relied entirely on a round-robin phone setup with no routing, no queue visibility, and no reporting. ScaleCapacity delivered skill-based routing, queued callback, automated case notes, and QuickSight dashboards for approximately 9 agents, fully funded through the AWS Migration Acceleration Program (MAP). Go-live was smooth, agents adapted faster than expected, and ABLE leadership confirmed the project exceeded expectations.

- First-ever contact center — replaced round-robin phone system with no routing capability
- QuickSight dashboards gave supervisors real-time visibility for the first time
- Project closed on time with no blocking issues; fully funded via AWS MAP (\$139,455)

Oklahoma Employees Group Insurance Division (EGID)

The Oklahoma Employees Group Insurance Division (EGID) has completed its migration from Nice inContact to Amazon Connect on time and at approximately 99.99% of stated goals. Supporting 45 agents across four departments, primarily assisting state retirees with Medicare applications, EGID had been experiencing call-refusal issues that directly impacted retiree services.

ScaleCapacity delivered rebuilt IVRs, SAML 2.0 SSO, a Unified Agent Workspace, Amazon Q in Connect, Contact Lens with PII redaction, and automated QA evaluations covering 100% of calls. The \$142,200 engagement, funded via AWS MAP, is the largest agent-count Amazon Connect deployment in ScaleCapacity's Oklahoma state portfolio.

Despite connectivity concerns during testing, go-live was clean. Strong preparation by both teams, particularly EGID's meticulously

documented phone trees and user lists — significantly accelerated delivery. Agents and supervisors praised the platform's ease of use compared to the legacy system. An AI knowledge library for EGID's specialized health insurance environment is scoped as a follow-on workstream.

- Migration from Nice inContact completed on time — call-refusal issues resolved
- Amazon Q in Connect and Contact Lens live for 45 agents — 100% automated QA evaluation coverage
- Largest agent-count Connect deployment to date in the Oklahoma state portfolio; fully funded via AWS MAP (\$142,200)

Colorado Department of Revenue (CO-DOR)

ScaleCapacity is proud to announce the award of a signed Phase II Statement of Work from the Colorado Department of Revenue (CO-DOR) — a direct result of the successful delivery and formal sign-off of Phase I. Our team's commitment to on-time,

Project Highlights

Colorado Department of Revenue (CO-DOR) cont.

high-quality execution of the AI-powered call summarization solution on Amazon Connect earned CO-DOR's confidence and set the stage for this next chapter. This Phase II award is a testament to ScaleCapacity's unwavering focus on customer-centricity and our ability to deliver solutions that create real, measurable value. We are grateful for CO-DOR's continued trust and look forward to building on this momentum as we move into the next phase of our partnership.

Connect MSP Highlights

- The MSP team is adding a new lead Amazon Connect Support Engineer to strengthen our Connect support capabilities.

[Connect with ScaleCapacity](#)

Recent and Upcoming Events

- June 7th - 10th | FTA National*
Attendee: Kevin Moore, Director of Sales
- June 10th | 2026 AWS Americas Summit in Los Angeles
Attendees: Sharad Parsana (CEO & Founder, Raj Makkar (AWS Cloud Sales Specialist), Javeed Shaik (Sr VP, Platform & Infrastructure), Betty Wan (MSP Director)
- June 17th | AWS Summit New York City
Attendee: Sharad Parsana, CEO & Founder
- June 30th - July 1st | 2026 AWS Americas Summit in DC
Attendees: Sharad Parsana (CEO & Founder), Mike Vozas (CRO), Kevin Moore (Director of Sales), Jeff Spronk (Principal Solutions Architect)
- August 2nd - 5th | Federation of Tax Administrators 2026 Technology Conference and Expo, St. Louis Missouri
Attendee: Sharad Parsana, CEO & Founder
- August 4th | Arkansas Innovation Day, ScaleCapacity is proud to be sponsoring this event! Don't miss it—come hear Kevin Moore speak live!
Attendee: Kevin Moore, Director of Sales
- August 26th | CXO Roundtable, Atlanta
Attendees: Sharad Parsana (CEO & Founder), Carminia Panlilio (COO), Mike Vozas (CRO), Kevin Moore (Director of Sales)
**Note: We are cohosting this invite only event with AWS, for CIOs and CTOs in the Atlanta market. Thank you.*