

# AMAZON CONNECT CONTACT CENTER

Flexible. Scalable. Cost-efficient.



## MODERNIZING CONTACT CENTERS HAS NEVER BEEN SO URGENT



- How do I keep my contact center operational while my staff are working from home?
- How do I manage unpredictable contact volume with my current contact center's capacity?
- Am I overpaying for technology commitments I'm not using, leading to budget leaks?

## AMAZON CONNECT HELPS YOU FAST TRACK TO MORE RESILIENT CUSTOMER EXPERIENCES...

Easy to use, Omni-channel Cloud-based Contact-center service that scales to support businesses of any size.

**Simple to Deploy**  
Set up in just a few clicks

**Resilience, Flexibility, & High Availability**  
Up to 99.99%

**Pay-as-you-go**  
No minimum fees, no contracts, just pay for what you use

**Highly Scalable**  
Easily scale up or down as you need

**World-class Security**  
ISO, PCI compliant and HIPAA eligible

## ...WHILE ALSO DELIVERING TANGIBLE BUSINESS OUTCOMES

**241%**  
ROI with payback period of less than 1 year

**\$4.6 million**  
Agent labor savings from call volume reduction by 8% to 24%

**\$2.6 million**  
Increase in operating income by improved CX boosting revenue and reducing refunds and replacements

**\$14.4 million**  
in three-year benefits present value

**\$4.3 million**  
Legacy cloud technology costs avoided with 31% subscription cost savings

**\$1.7 million**  
Agent labor savings from up to 15% faster call resolution

## WORK WITH THE INDUSTRY'S MOST AWARDED & RECOGNIZED MID-TIER SERVICES PROVIDER

**RANKED #6**  
in Global Top 10 Digital Associates Service Providers Report  
- February 2021

**Customer Sales & Service World Awards**  
Won Gold for being the 'Contact Center of the Year.'  
- October 2020

**Digital Workplace Services**  
Recognized as a 'Leader' in the ISG Provider Lens 2020 report Digital Workplace of the Future Services - Managed Workplace and Mobility Services  
- September 2020

**Won Gold for 'Company of the Year - Computer Services'**  
- May 2021

**Customer Experience**  
Positioned as a 'Leader' across all 4 quadrants in NelsonHall's NEAT Assessment for CX Services  
- July 2020

**Outsourcing Provider of the Year 2020**  
Won the 'Outsourcing Center & Customer Service 2020' at the Annual Stevie Awards  
- March 2020

**Outsource Partner of the Year 2020**  
Recognized in the 2020 BIG Excellence in Customer Service Awards for our customer support and enterprise support services  
- March 2020

## TRANSITION TO A SMART CLOUD ECOSYSTEM & ORCHESTRATE SEAMLESS CUSTOMER JOURNEYS

CONTACT US

### Additional Information

- Webpage**  
Amazon connect services
- Flyer**  
Amazon connect managed services
- Report**  
TSIA-CSS Corp author 2021 trends in outsourcing
- Blog**  
The digital disruptor in contact center services