



# CUSTOMER STORY

## Government customer gets help from Compucom to ensure business continuity for their contact center.

### Solution: Amazon Connect

#### Challenge

Our government customer sought to ensure contact-center services availability in case of a catastrophic failure. They wanted a business continuity plan to cover disaster recovery for their on-premises contact center and infrastructure with failover to a cloud-based contact center solution.

#### Action

Since we already provided application and infrastructure support, we set up a new failover to Amazon Connect to provide contingency service if the on-premises solution became unavailable.

We deployed a team led by our project manager, including Amazon Connect architects, application developers, and quality assurance testers. Within two months, by leveraging Amazon Connect and Compucom's Rapid Development Framework (a developer toolkit enabling faster implementation and better management, maintenance, and support for Amazon Connect custom applications), we delivered a new cloud-based contact-center solution to support 35 tenants. To ensure scalability, we tested the solution to ensure it could handle a failover scenario by replicating a spike of thousands of calls.

#### Results

A reliable, load-tested, and scalable cloud-based contingency service was rapidly implemented to support our customer's business in the event of failure of their legacy environment.

Having Compucom as a trusted partner enabled this customer to realize their business-critical initiative of a business continuity plan quickly and efficiently. They can now focus on long-term strategic planning to replace their legacy on-premises contact center solution.



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