



# CUSTOMER STORY

## Compucom receives praise from government leader for rapidly deploying a contact center to support vaccination bookings.

### Solution: Amazon Connect

#### Challenge

A government customer announced they would begin managing vaccination bookings but needed to quickly set up and configure an Amazon Connect contact center.

#### Action

Since Compucom already provided application and infrastructure support for their legacy contact centers, we were positioned to add the vaccination management capabilities they required swiftly.

A brand-new contact center and a training plan for 1,200 agents were needed in a very short timeframe. Using an all-hands-on-deck approach, we immediately launched a project employing agile methodology. In less than two weeks, all technical resources were brought to the table to assess, design, build, and begin the operation of a contact center that could handle up to 10,000 concurrent calls daily.

#### Results

Having a trusted partner rapidly deploy contact center technology for vaccination bookings allowed our customer to support the government's pandemic recovery projects in a way their in-house IT teams could not have done on their own. This government leader publicly noted our rapid response and commitment to the project, acknowledging that it had allowed them to deal with pandemic management and public health issues quickly and effectively.



**Connecting people, technology, and the edge with a seamless experience.**