

Amazon Connect by InterVision

Amazon Connect by InterVision delivers a modernized cloud-based contact center solution that helps mid-size and enterprise organizations provide omnichannel customer experiences, plus optional, post-implementation full-service management available by InterVision.

InterVision's Solution Details

As an AWS Premier Tier Services Partner with Amazon Connect Service Delivery designation, InterVision combines its deep expertise in AWS cloud with a nearly twenty-year legacy in enterprise communications to deliver seamless contact center migrations to Amazon Connect in weeks, not months. For this limited-time offer, InterVision partnered with AWS to provide a no-cost proof of concept (POC) implementation of Amazon Connect leveraging InterVision-certified Solution Architect support for qualifying organizations*.

Proof of Concept includes:

- Identification of 1-2 customer-relevant use cases
- Amazon Connect Total Cost of Ownership (TCO) analysis
- Demonstration of Amazon Connect capabilities, functionality, and benefits relevant to chosen use cases through guided deployment and testing
- Deployment of an Amazon Connect POC / Pilot based on mutually agreed upon POC success criteria
- Up to 40 hours of free professional services labor
- Secure Recovery Landing Zones that utilize best practices for encryption, immutability, isolation, and segmentation, providing a safe place to store data and recover from a disaster.
- Experienced support led by highly certified engineers with decades of recovery experience from hurricanes to ransomware

KEY BENEFITS



Reduce Costs

Save up to 80% compared to traditional contact center solutions through a pay as you go model



Simplify Operations

Simplify contact center operations and scale dynamically without installing or managing additional hardware



Deliver Experiences

Deliver omnichannel personalized and dynamic experiences with simplified contact flows and natural language understanding powered by Amazon Lex AI



Deploy Fast

Deliver a modernized and full-featured contact center in weeks not months with hands-on support from certified AWS experts

PROOF OF CONCEPT MILESTONE EXAMPLES

1. Discovery Kickoff Meeting
 - Discuss and identify challenges with the current solution
 - Identify 1-2 most relevant use cases
 - Articulate Amazon capabilities and benefits relevant to use cases
 - Solidify POC success criteria
2. Analyze TCO and review potential savings
3. Document POC use cases and success criteria; validate with client
4. Create AWS account and services infrastructure
5. Build and deliver a solution based on use cases identified
6. POC Period Kickoff Meeting
7. Validate the use cases designed and defined by requirements
8. Guide client testing using deployed POC solution
9. POC Weekly Status Meetings
10. Discuss the status of POC; review success criteria
11. Perform modifications as required
12. POC Wrap-up Meeting; discuss the next steps

KEY INTERVISION CONTACT

Mike Moshier

AWS Partner Alliance Manager

MMoshier@InterVision.com



*Terms and Conditions: Available to organizations with 50 or more agents in their production Contact Center environment. Up to two "use cases", 20 user agents and 40 hours of professional services labor towards building out the POC environment are included in promotion, additional hours will be charged at \$245 per hour. POC must be completed within 45 days from launch and must reside inside InterVision's AWS test environment. AWS consumption fees are NOT included in promotion. Promotion requires client to assign InterVision as its AWS partner of record for Amazon Connect billing once POC moves into production environment. *Offer is subject to eligibility through available AWS funding programs. There is no guarantee of funding availability at the time of customer engagement. Some restrictions apply, contact an InterVision representative for details.