



Transforming Citizen Services: How a Major Federal Agency Modernized Its Contact Center in 60 Days

Executive Summary

In today's digital government landscape, contact centers are the backbone of citizen trust. For agencies handling millions of interactions, every conversation has the power to build or erode public confidence. Yet many agencies struggle to modernize these essential systems without disrupting service delivery.

One federal agency's successful transformation due to Amazon Connect, supported by Pronetx, proves this challenge can be overcome, and demonstrates how thoughtful modernization can accelerate mission outcomes and help agencies innovate for and with citizens.

Their success is reflected across factors like timeline, scale, and resiliency, with key achievements outlined below:

Metric	Achievement
Migration Timeline	Under 60 days
Daily Call Volume	350,000+ calls
Agent Migration	5,000 agents
Service Disruption	Zero downtime
Security Compliance	Full federal standards met
Geographic Resiliency	Multi-region deployment

Behind these metrics lies a story of strategic planning under pressure and expectations that could not be deferred.





The Challenge

This essential public service provider faced a critical infrastructure challenge as its legacy Avaya system neared end-of-life after more than a decade of operation. The system was struggling under the weight of processing over 350,000 daily calls through 5,000 agents, creating a technological bottleneck that threatened service continuity.

Beyond infrastructure replacement, the agency faced multifaceted, complex requirements for its contact center migration. It needed to safeguard sensitive personally identifiable information (PII), prepare the workforce to adopt new technologies, meet federal modernization mandates, and keep pace with rising expectations for service quality.

To fulfill its mission at scale, the organization required an advanced, compliant, and adaptive solution capable of supporting massive operational demands. The focus was on accelerating legacy system upgrades, strengthening resiliency, and building a future-ready foundation for civic engagement.

The Solution

Recognizing the urgency of the project and the critical need for uninterrupted service, this government entity worked with trusted technology advisors at the CIO Cabinet level and selected Amazon Connect as their next-generation contact center platform.

The decision was driven by Amazon Connect's proven ability to handle enterprise-scale deployments, robust security features, and built-in geographic resiliency capabilities. As an AWS Service Delivery Partner for Amazon Connect, Pronetx led this comprehensive transformation to deliver the migration with zero disruption to the organization.

Unlike traditional CX integrators, Pronetx focuses on Amazon Connect deployments, with a team of CX experts, proven workforce management methodologies, and a track record of leading some of the largest Connect deployments. Together, Pronetx and AWS enable secure, scalable innovation at speed.

Key implementation highlights include:

- Accelerated Migration Timeline - Completed the full migration from Avaya to Amazon Connect in under 60 days
- Massive Scale Support - Seamlessly transitioned 5,000 agents to the new platform
- Secure Interactive Voice Response(IVR) Implementation - Deployed IVR applications specifically designed to handle sensitive PII with appropriate security controls
- Geographic Resiliency - Leveraged built-in redundancy and failover capabilities in Amazon Connect to ensure continuous service availability





The Results

This federal agency's migration to Amazon Connect stands out as one of the largest enterprise deployments to date for Connect, highlighting the platform's ability to meet complex federal requirements and drive impact with a focused, strategic execution.

The results exceeded expectations across all critical areas, which include:

Operational Excellence

The migration maintained uninterrupted service to the public throughout the entire transition. The new system now handles over 350,000 calls daily with improved reliability, while providing agents with modern, intuitive tools that enhance both experience and productivity.

Security and Compliance Standards

From a security and compliance perspective, the implementation established robust security controls specifically designed for handling sensitive PII. The solution meets all stringent federal security and compliance requirements and includes secure IVR workflows that enable citizens to access self-service options safely and efficiently.

Business Continuity

The transformation also delivered vital business continuity improvements by achieving geographic resiliency with Amazon Connect's built-in disaster recovery capabilities. This eliminates the single points of failure present in the legacy infrastructure and positions the services provider for future growth and technological advancement, ensuring long-term operational stability and scalability.

Overall, this initiative positions this federal agency as a leader in technology advancements. Completing the migration with Pronetx in just 60 days proved that large-scale government projects can move quickly without compromising on security or service quality.

Looking Forward

With Amazon Connect as its new foundation, this major federal institution is now equipped to continuously enhance the citizen experience through AI-powered analytics, automated workflows, and expanded self-service options.

This deployment exemplifies how Pronetx and AWS jointly delivered a rapid, secure, and resilient contact center transformation. By combining AWS's adaptive cloud platform with Pronetx's CX expertise and Amazon Connect specialization, what was once a year-long project was completed in less than 60 days without any downtime. This proven approach now serves as a modernization model for government agencies.

Pronetx, working with AWS, remains committed to delivering robust, scalable CX solutions that improve the quality of life for every citizen.

