



SOLUTION BRIEF

Harness the Power of GenAI to Deliver Faster, Smarter Citizen Services



Migrate and modernize with Amazon Q and Amazon Connect on AWS

With the rapid evolution of artificial intelligence (AI) and generative AI (GenAI), many organizations are at a pivotal crossroads. These technologies offer a transformative opportunity to reimagine services—from digital governance and smart city infrastructure to healthcare delivery and education modernization. Initiatives like Digital India, the Smart Cities Mission, and the National Health Mission underscore the urgency to innovate. Yet despite the promise, many organizations face significant hurdles: legacy technical debt, siloed systems, and constrained resources often slow progress toward AI-powered service delivery that is faster, more responsive, and human-centric.

Migrating to AWS can jumpstart your modernization journey, helping you overcome traditional IT barriers so you can realize the full promise of next-generation intelligence. By embracing cloud modernization with AWS, edtechs, academic institutions, healthtechs, non-profit organizations, and gov techs can unlock new levels of agility, scalability, and cost efficiency. Using embedded AI and GenAI solutions such as Amazon Q and Amazon Connect, your organization can streamline operations, empower your workforce, and accelerate meaningful impact for the communities and people you serve.

Smarter decisions, faster outcomes with Amazon Q on AWS

Amazon Q, a secure agentic GenAI assistant, offers a simplified path to AI adoption—enabling teams to be more data-driven, responsive, and efficient. Seamlessly integrating with existing systems and tools, Amazon Q delivers tailored assistance across departments, helping employees access insights, automate tasks, and make faster, more informed decisions.

Whether supporting personalized learning for students, providing digital assistants for faculty and clinicians, or streamlining impact reporting for non-profits, Amazon Q has specialized capabilities that elevate productivity across the board. By leveraging Amazon Q on AWS, teams can unlock the full potential of data, streamline workflows, and accelerate digital transformation to lay the foundation for smarter workflows and improved outcomes.

Smarter conversations, faster resolutions with Amazon Connect

To meet rising expectations while managing resource constraints, your organization can turn to Amazon Connect—a GenAI-powered contact center solution that redefines service delivery. With built-in tools like interactive voice response (IVR), real-time transcription, automated call summaries, and sentiment analysis, Amazon Connect empowers people to get answers faster and offer more personalized support.

Amazon Connect's omnichannel capabilities ensure seamless engagement across voice, chat, and other platforms, while effortless scalability and continuous innovation make it ideal for dynamic environments.

By adopting Amazon Connect, your organization can deliver superior experiences at lower cost, streamline operations, and enhance transparency. Whether handling inquiries, managing benefits, or supporting emergency response, Amazon Connect enables smarter, more empathetic interactions—driving trust and satisfaction across every touchpoint.



Unified intelligence: How Amazon Q and Amazon Connect work together

When Amazon Q and Amazon Connect are deployed together, your organization gains a powerful, integrated solution that bridges data intelligence with human engagement.

Agents using Amazon Connect can tap into Amazon Q-powered documentation and real-time insights to resolve queries with speed and precision. This synergy means that every interaction is informed by the latest data, policies, and contextual understanding, reducing resolution times and improving service quality.

By unifying GenAI-driven knowledge with smart contact center capabilities, your teams can operate with greater agility, transparency, and responsiveness. The result is a more connected, more intelligent service ecosystem that empowers employees, delights users, and sets the stage for scalable innovation across departments.



Modernize today for a smarter tomorrow

As India's edtechs, academic institutions, healthtechs, non-profit organizations, and gov techs embrace digital transformation, solutions such as Amazon Q and Amazon Connect on AWS offer a strategic path forward, combining AI-powered intelligence with scalable engagement. By migrating to AWS and building with these advanced tools, your organization can modernize, reduce costs, boost productivity, and deliver faster, more personalized services.

This isn't just about adopting new technology; it's about reimagining contact center service for the future.

Ready to unlock the full potential of GenAI? Start your modernization journey by migrating to AWS and discover how Amazon Q and Amazon Connect can help you build a smarter, more responsive contact center organization.