

Amazon Connect Services

Contact Centers Made Easy

Amazon Connect Contact Centers made easy with CloudHesive

Amazon Connect is an easy-to-use, cloud-based contact center. Part of the AWS Cloud ecosystem, Amazon Connect is known for its scalability and elasticity, and is the ideal choice from a small business just starting out with contact center to Fortune 500 enterprises looking to modernize their operations by migrating off costly hardware based platforms..

CloudHesive is the ideal cloud partner to help you reach new heights in the cloud with Amazon Connect. We help you with planning your contact center, integrating Amazon Connect across your technology stack, customizing to meet your requirements, and managed services and technical support.

CloudHesive brings a unique combination of extensive Amazon Connect service experience combined with innovative software development capabilities. The result is you get a modern contact center, without the need to hire an army of consultants or invest a fortune on a traditional hardware-based system.

What can CloudHesive Help You Achieve?

CloudHesive helps you achieve the major business outcomes you expect from your contact center operation:

- Reduced Overall Cost of customer care
- Migrate call flows into modernized dynamic contact flows
- Contact center business continuity & disaster recovery capabilities, including Disaster Recover-as-a-Service
- CRM integration with fast data lookup and connect times
- 24/7 service desk with a single point of contact via the web or phone
- Integration of website chat capabilities
- Personalized customer experience
- Self-service and automation
- Reduced human interaction and trouble resolution times
- Cohesive omnichannel experience
- Improved reporting and quality metrics for improved customer satisfaction

Managed Services for your Contact Center

Our managed services enable operational excellence with a hands-on approach and core components that include:

- Incident and Problem Management with a ticketing system, tracking, weekly reports, and regular calls.
- Change Management via CAB meetings, patches, and emergency changes if needed.
- Governance with oversight of new instances, cost approvals for new environments, new environment requests and workflows for approvals, and locked production environments.
- Compliance assurance with SOC2 for carve-outs, audit support, and gap remediation support. We are audited annually.

We also ensure proper governance and compliance with separation of duties. All of this comes with:

- 24/7 service desk with a single point of contact via the web or phone
- Continuous monitoring with predictive analytics and machine learning
- Managed backups to protect you from data loss
- Incident, change, and problem management
- Application support
- Security management, included updates as recommended by the vendor, including Trend Micro, DataDog, and Sumo Logic.

Why Choose CloudHesive?

Proven AWS and Amazon Connect Experience

Start with CloudHesive's proven Amazon Connect experience. We're an AWS Premier tier partner, and we were one of the launch partners for Amazon Connect. We've worked with firm like Altria, Apple, Avaya, Barnes and Noble, Carnival, Florida Power and Light, GEICO, Marriott, Continuum Global and SMS Assist.

Experienced Team with Contact Center backgrounds

Our team has extensive contact center and business process outsourcing industry experience, walking in your shoes as director and VPs in roles ranging from contact center operations to CIOs and CTOs. And we combine that with our overall AWS ecosystem experience, having designed and implemented hundreds of AWS environments for enterprise customers across industries.

Pre-Built Integrations

CloudHesive has worked with BPO's and Contact Centers to leverage Amazon Connect with the Amazon WorkSpaces product to enable a work at home "Call Center in a Box" service to easily build and deploy agents in days to weeks . And we love a good integration challenge, and our clients see Amazon Connect integrated with enterprise platforms like Salesforce and Service Now.

Our Own Software Development: Dextr and Centricity Customer Connect

Finally, our software-as-a-service capabilities through our Dextr and Centricity platforms give you additional capability for managing agents and supervisors, reporting and metrics, and a host of additional features and capabilities above and beyond what's included in Amazon Connect.

About CloudHesive

Cloudhesive is a leading provider of cloud technology, offering a unique combination of services, support, and software to reduce "time to cloud" for organizations adopting the AWS ecosystem. As an AWS Premier Partner, we are experts launching businesses to new heights in the cloud by providing the freedom to focus on what they do best. Cloudhesive employees form a customer-obsessed organization and are passionate about reducing the challenges that organizations face building and operating today's cloud-based mission critical systems.



Fort Lauderdale
2419 E. Commercial Blvd, Ste. 300
Ft. Lauderdale, FL 33308
United States

Buenos Aires
Av. Del Libertador 5990, Oficina 705
CABA, Buenos Aires
Argentina

+1-800-860-2040
sales@cloudhesive.com
cloudhesive.com

