



Case Study:

Transforming Federal Citizen Engagement Through AWS Connect CCaaS

Customer Challenge

A major Federal agency faced increasing pressure to improve the citizen experience while operating on a legacy contact center platform that was costly to maintain, difficult to scale, and limited in its ability to support modern digital engagement. Long wait times, inconsistent service levels, and concerns around business continuity highlighted the need for a more agile solution. At the same time, agency leadership recognized the growing importance of cloud technologies and artificial intelligence as future enablers of improved citizen services.

The agency needed a contact center platform that could improve responsiveness, support mission-critical operations, adapt to fluctuating call volumes, and provide a foundation for future innovation, all while meeting Federal security and compliance requirements.

The Solution

Four Points Technology partnered with AWS to procure, implement, and optimize a cloud-based Contact Center as a Service (CCaaS) solution built on Amazon Connect. More than a technology deployment, Four Points served as a strategic advisor throughout the modernization effort, leveraging deep expertise in Federal procurement, cloud financial management, AWS Marketplace acquisition strategies, and solution integration.

Working closely with agency stakeholders and AWS, Four Points developed a secure, scalable and cost efficient solution capable of supporting the agency's national citizen service operations. The initial deployment centralized the agency's primary 1-800 service line on AWS Connect, improving reliability while creating a flexible platform that could expand as demand increased. The solution integrated AWS services and complementary technologies to streamline contact center operations and improve the citizen experience. Four Points also helped the agency navigate procurement and budget challenges, ensuring the modernization initiative aligned with agency financial objectives while maximizing cloud investment value.

Results & Impact

The impact was immediate and measurable. Following implementation, the agency achieved a 60% reduction in citizen hold times without adding staff, significantly improving service delivery and

operational efficiency. Average speed to answer improved, allowing citizens to access critical information faster while reducing frustration and abandonment rates.

As confidence in the platform grew, the agency expanded the initial deployment beyond headquarters locations to field offices nationwide. The success of the program led to a five-year follow-on award that expanded AWS Connect across the organization. Ultimately, the environment became the largest AWS Connect deployment in the Federal Government, demonstrating both the scalability of the solution and the agency's commitment to modernizing citizen engagement.

The program's success received national attention when agency leadership testified before a Congressional committee, citing the 60% reduction in hold times achieved without increasing staffing levels as a key outcome of the modernization effort.

Support & Optimization



Following deployment, Four Points remained an active partner in the agency's cloud transformation journey. As citizen demand fluctuated and cloud consumption patterns evolved, actual usage exceeded initial projections. Rather than treating the deployment as a completed project, Four Points works collaboratively with the agency and AWS to continuously optimize operations and costs.

The team developed a first-of-its-kind CCaaS-focused purchasing and consumption strategy designed specifically for the agency's unique operational requirements. Through detailed utilization analysis, demand forecasting, and cloud financial management best practices, Four Points helped the agency better align budgets with actual usage patterns, reduce unnecessary costs, and improve long-term planning.

Beyond financial optimization, Four Points continues to provide strategic guidance, operational support, and technology roadmap planning to ensure the agency can fully leverage new AWS capabilities as they become available. This ongoing partnership has enabled the agency to scale adoption more rapidly, maintain budget predictability, and maximize the business value of its cloud investment.

Looking Ahead



Building on the success of its AWS Connect migration, the agency is evaluating the next generation of AI-powered capabilities available within the platform. With a modern cloud foundation now in place, the agency is positioned to enhance self-service experiences, improve agent productivity, deliver more personalized citizen interactions, and further increase responsiveness.

Together, Four Points Technology and AWS have not only transformed a legacy contact center environment but have established a scalable framework for the future of Federal citizen engagement.