



# SMX Connect for Government

A Rapid Response Capability for Managing Business Communications

During a crisis, government agencies can quickly be inundated with new service requests from their constituents. In the first three weeks of the COVID-19 pandemic, 16 million people filed for unemployment insurance, overwhelming many agencies ability to handle this volume of requests in a timely fashion.

Agencies needed a way to quickly scale up and manage inbound and outbound communications as well as provide access to relevant on-premises systems and data -- in a way that is affordable, secure, scalable, and remotely manageable.



## Solution Overview

### SMX Connect for Government - Simplify and Streamline with an AWS Platform

SMX can quickly set up a contact center for you that can scale to support millions of constituents. SMX Connect for Government uses the Amazon Connect cloud contact center platform to quickly provision call center workstations and workflows in the cloud. This allows agency personnel to securely access call center tools and data from on-premises and working from home locations. The Amazon Connect platform provides a seamless experience across voice and chat for your constituents and agents. This includes a single set of tools for skills-based routing, powerful real-time and historical analytics, and easy-to-use intuitive management tools — all with pay-as-you-go pricing. Amazon Connect simplifies contact center operations, improves agent efficiency, and lowers costs.

The SMX Connect for Government solution includes:

#### Rapid deployment of Amazon Connect—toll free and direct dial

- Informational and interactive content migration and development
- Intelligent routing to service queues
- Seamless integration with CRM solutions (Zendesk, Salesforce, Dynamics, ServiceNow)
- Interactive voice response using AI services from AWS (Amazon Lex, Amazon Polly, Contact Lens for Amazon Connect)
- ChatBox Virtual Assistant development services
- Service reporting dashboard capabilities
- Full recording and transcription services
- Fully managed and secure services via SMX Cloud Assured Managed Services

#### Rapid deployment of ancillary cloud services

- Seamless integration with back office systems
- Integration with existing Identity services—AD, ADFS, etc.
- API gateway deployment for integration
- Migration and modernization of connected back office systems

## Solution Highlights

- Rapid Deployment  
Get up and running with a full solution in under two weeks with a subset of the capability available in under 3 days
- Scalability  
Rapidly provision and scale with a few mouse clicks
- Cost-Effective  
Pay for what you use
- Flexibility  
Easily configure and deploy role-based profiles
- Enterprise-grade Security - Cloud workstations accessed via the Internet

## Solution Benefits



### Affordable - Incentives from AWS

SMX Connect for Government lowers the cost of virtualized call center deployment with credits toward the Amazon Connect platform, cloud infrastructure, and SMX services. In addition, SMX is offering free consultation services for a limited time only. We will assess your requirements and provide you with (1) an estimated level of effort to deploy, (2) an estimated cost for managing and operating this environment, and (3) an estimate of your total costs on AWS.



### Quick and easy to Set Up and Deploy

With a few clicks, SMX can set up your omnichannel contact center and agents can begin talking and messaging with constituents. You can reuse the same automated interactions you already have to create chat flows. Making changes is easy with an intuitive user interface that allows you to create voice and chat contact flows, without any coding, rather than custom development that can take months and cost millions of dollars.



### Highly Secure and Compliant

SMX and AWS regularly undergo an independent verification of their security, privacy, and compliance controls. The Amazon Connect platform has Payment Card Industry Data Security Standard (PCI-DSS) Level 1 certification and is U.S. Federal Health Insurance Portability and Accountability Act (HIPAA) eligible.



### Worry Free - SMX Does the Heavy Lifting

SMX and AWS manage the call center virtualization-as-a-service in the cloud. You do not have to worry about installation, setup, configuration, upgrades, or monitoring.

SMX Engineers who are AWS certified can work with your IT staff to create custom, role-based configurations for individuals or teams. SSMX Engineers also can install, configure, and manage access to enterprise applications that you want to make available to on-premises and remote call center workers.



### SMX - An AWS Premier Consulting Partner

SMX has been an APN Premier Consulting Partner since the program's inception. We are one of the few partners selected as an inaugural Managed Service Provider Partner and have earned many other partner competencies including Security, Migration, DevOps, Government, and Public Sector. Our Cloud Assured team also has achieved more than 200 AWS certifications. These distinctions put us in a small, but elite class of cloud service providers that have substantial expertise and proven performance on multiple technology platforms, further enhancing our capabilities and commitment to providing highly advanced and the 'best-fit' cloud solutions for our customers.

For more information, please contact our Digital Solutions Group: [DigitalSolutions@smxtech.com](mailto:DigitalSolutions@smxtech.com)

SMX harnesses the transformative power of technology to achieve mission success as a leader in digital and mission solutions, specializing in secure and advanced cloud, ISR, cyber, data analytics, engineering, space, and IT solutions. Operating in close proximity to our clients across the globe, the SMX team has a shared vision to deliver scalable and secure solutions to assure outcomes for the critical missions of our Government and commercial clients.

A few of our contracting vehicles: GSA ASTRO, GSA Alliant 2, GSA OASIS, GSA MAS IT, NITAAC CIO-SP3, SeaPort-NxG, and DIA SITE III.