

SUCCESS STORY | EDUCATION AUTHORITY

## National education authority in Singapore modernizes citizen engagement

*With a cloud native contact center built on Amazon Web Services (AWS)*



### About the client

The client is a national government authority in Singapore responsible for education policy and administration, covering education structure, curriculum, pedagogy, and assessment. It oversees a wide network of government funded schools, technical education institutes, polytechnics, and universities, supporting education services at a countrywide scale.

### Requirement

To improve service agility and scalability, the client set out to migrate its contact center services from a legacy Cisco environment to the AWS cloud. The goal was to establish a modern, secure, and highly scalable platform capable of handling high volume citizen interactions while integrating seamlessly with multiple backend systems.

Key challenges included:

- Migrating from an on premises contact center to a cloud native architecture
- Implementing a single “One Call System” to simplify and streamline citizen interactions
- Enabling automatic call distribution with intelligent routing
- Providing agents with a customized desktop that surfaces contextual information in real time
- Delivering enterprise grade reporting, wallboards, and call recording
- Reducing infrastructure management overhead while maintaining strong security controls

### The solution delivered

Servion designed and implemented a cloud-based contact center on AWS, orchestrating multiple AWS services to meet the client’s functional, operational, and security requirements.

Key components of the solution included:

- **AWS-based “One Call System”:**  
A centralized contact center platform built using Amazon Connect, supporting automatic call distribution and unified call handling.
- **Backend system integrations:** Seamless integration with multiple internal systems to fetch and present relevant information during live interactions.
- **Customized agent desktop:** A tailored agent interface that displays contextual information to Customer Service Representatives (CSRs), enabling faster and more accurate responses.
- **Operational visibility and reporting:**  
Integration with eMite to deliver customized reports and real-time wallboards for performance monitoring.
- **Call recording and quality management:**  
Integration with Calabrio to support call recording, system administration, and quality management services.
- **Customer feedback capture:** A post-call survey solution implemented to systematically capture feedback and improve service quality.

To deliver the solution, Servion orchestrated multiple AWS services, including Amazon Connect, CloudFront, API Gateway and AWS Lambda

## Benefits

- **Cloud-first operational efficiency:**  
The client benefits from a modern AWS-based contact center without the overhead of server maintenance, infrastructure upgrades, or hardware management.
- **Scalable and secure environment:**  
The platform provides a secure foundation that can seamlessly integrate with additional services and solutions as needs evolve.
- **Improved agent productivity:**  
Customized agent desktops and system integrations enable quicker access to information and more efficient handling of citizen inquiries.
- **Enhanced governance and visibility:**  
Real-time wallboards, reporting, call recording, and quality management improve operational oversight and service quality.



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