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:** he 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.