



Migration & Managed Service:

Providing Amazon Connect & AWS Managed Services for Provide CIC

The Client

Provide Community Interest Company (Provide CIC) aims to transform lives by delivering a broad range of health and social care services in the community, including education, treatment and caring in the Essex, East Anglia and Dorset communities.

Working in community settings, such as community hospitals, community clinics, nursing homes, primary care settings, and within people's homes, they provide more than 40 services to children, families, and adults, including online services.

The Challenge

Provide's core values are care, innovation and compassion and they wanted a contact centre that could:

- scale with demand
- be cost effective; so that more could be spent on care
- be automated – for a faster and more responsive service
- support multi-channel customer communication (phone, chat and web self-service)

Results at a glance

- ✓ Rapid results in providing better quality of customer care through the responsive service platform put in place
- ✓ Ongoing, reliable, managed service
- ✓ Customised, multi-channel customer communication platform with added services on top of the basic Connect service

The Approach

We quickly identified Amazon Connect for Provide's contact centre transformation needs, due to its scalability and facility for automation.



Get in touch:

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The Solution

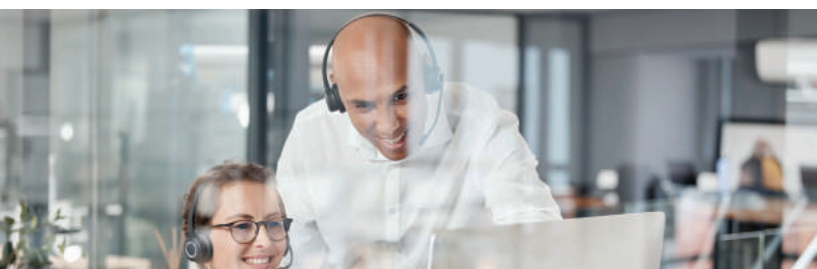
We presented ourselves as a partner of choice by focusing on:

- being a reliable managed service provider with expertise in Connect
- our experience as an AWS Managed Service Partner
- our specific competence in Amazon Connect
- our built-in softphone on the Connect platform, which added voicemail, extensions, holidays and automated customer satisfaction surveys to the basic Connect service

The Results

Digital Space helped Provide migrate from its current legacy telephony platform in tight timescales, making significant improvements along the way. The end result is a more resilient, reliable, extendable solution, which will continually improve the provision of many of its services.

Our ongoing, managed service for the environment also ensured continued reliability in terms of scalable outcomes and productivity.



What our client says



Amazon Connect has been a great solution for us, enabling us to provide a better quality of care for our staff and customers. Innovation is important to us but we also needed a reliable managed service, Digital Space were able to deliver both and continue to be very responsive”.

Chris Wright,
Director IT & Transformation,
Provide

Why us

AWS Managed Service Partner since 2015


NHS experience since 2017

Amazon Connect automation expertise since 2018

We have developed products that add value to Amazon Connect

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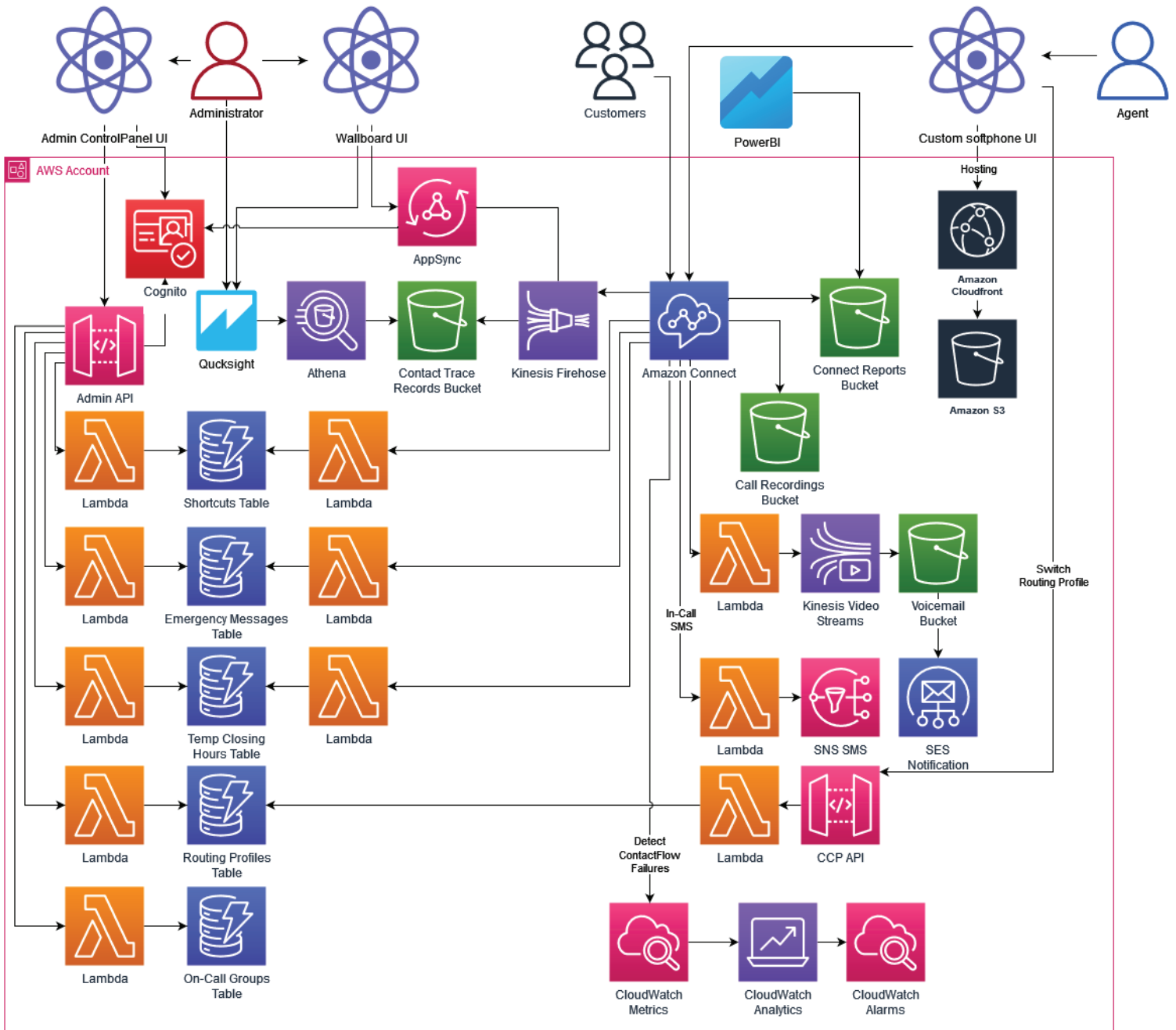
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AWS Architecture Diagram

This diagram shows our solution architecture for Provide CIC.



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