Removing barriers and providing access to all

AWS solutions for remote employees, students, and contact center agents

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Overview

→ The way we work, learn, and support is changing

→ Specialized AWS solutions for remote employees, students, and contact center agents

→ Implemented in minutes and you only pay for what you use

→ Examples of organizations who use AWS services to enable remote working, learning, and support

The way we work is changing

→ The globalization of the economy and COVID-19 are driving the need to work from anywhere, with anyone at any time

→ You can no longer assume that all your work gets done within the confines of the traditional office, school, or physical contact center

→ Organizations are increasingly looking for options for employees to work, learn, and support securely from any location

COVID-19 and remote working

→ COVID-19 has impacted how we live, work, and communicate

→ Organizations need to maintain continuity as their end-users work, learn, and support from home without having to invest in expensive hardware and licensing

→ Increased number of remote users places huge pressure on IT teams to provide fast, secure, and simple access to corporate applications, learning systems and support services while more people work remotely

How do I enable my employees and students to remotely access the applications they need?

How do my employees and students engage with each other using audio and video conferencing at scale?

How do I keep my contact center operational while my staff are all working from home?
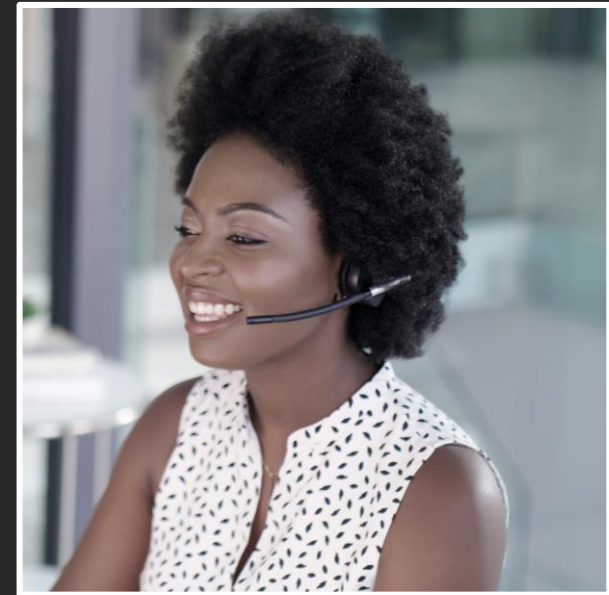
AWS actively helps organizations quickly scale their technology and infrastructure to enable remote employees, students, and contact center agents to work securely from home.
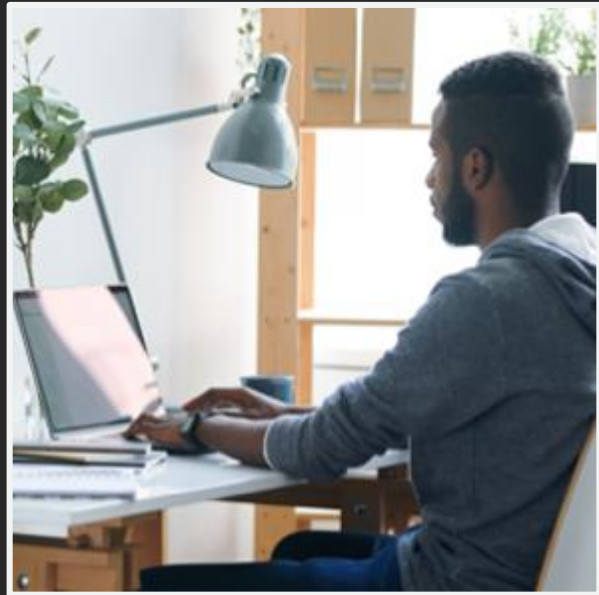
Employees

Students

Contact center agents

Remote work, learning, and support solutions

End User Computing (EUC) – cloud desktops, applications, content collaboration

amazon WorkSpaces

Access your desktop anywhere, anytime, from any device

amazon AppStream 2.0

Securely deliver desktop applications to any computer

amazon WorkDocs

Secure content collaboration, simplified
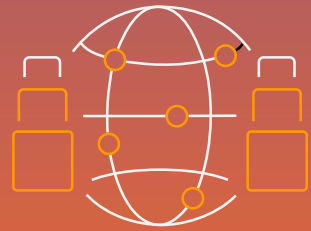
Remote communication and collaboration
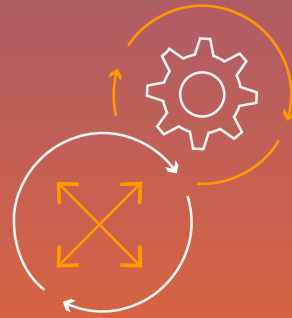
amazon Chime

Working together, simplified

Virtual contact center

amazon Connect
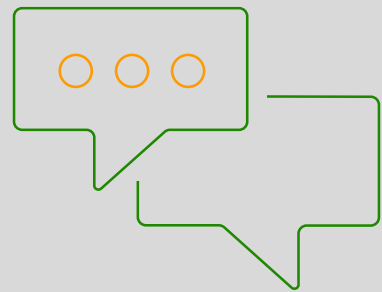
Simple-to-use cloud contact center

Security

Scalability

**Get started for no cost
Pay-as-you-go**

EUC – cloud desktop, applications, and content collaboration

aws

Remote end users

How do I maintain productivity now that my users are working from home?

How do I quickly provision remote access to users' key applications without buying, shipping, or maintaining expensive laptops?

How do I maintain control over sensitive company data and help prevent data leakage?

Amazon WorkSpaces

Amazon WorkSpaces is a managed and secure desktop as a service (DaaS) solution that helps mobile and remote users access the applications from anywhere by delivering a full cloud desktop.

Secure cloud desktops for remote employees and students

Simplify desktop delivery

Keep your data secure

Quickly scale your desktop deployment

Reduce cost

Amazon AppStream 2.0

Amazon AppStream 2.0 is a fully managed application streaming service that allows your remote workers or students access to the applications they need on any computer, whether they're in the classroom, the library, a cafe, or at home.

Securely deliver desktop applications to your remote workers and students
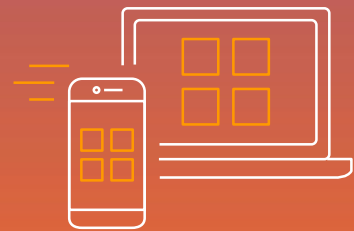
Deliver desktop applications to any computer
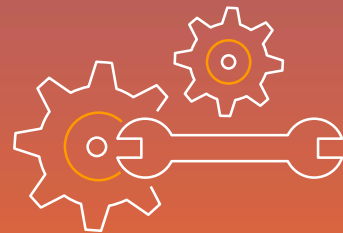
Centrally manage your applications
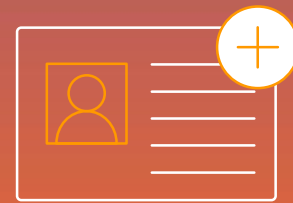
Integrate with your IT

Reduce your IT spending

Amazon WorkDocs

Amazon WorkDocs makes it simple to securely store, share, and collaborate on documents anywhere.

Secure content collaboration, simplified

Store and share virtually any type of document

Quickly onboard and off-board users with just a few clicks

HIPAA eligible, PCI DSS compliant

Aligns with ISO compliance requirements

Public sector customer case studies – EUC

MAXIMUS is a leading provider of health and human services worldwide. MAXIMUS partners with state, federal, and local governments to provide communities with critical health and human service programs.

MAXIMUS provided business continuity for their customers by provisioning over 9,000 secure agent desktops through the **Amazon WorkSpaces** DaaS model.

The Los Angeles County Internal Services Department (ISD) provides general IT services to county employees.

COVID-19 accelerated LA County's requirement to support up to 80,000 employees in under a week. AWS was able to support nearly 30 county agencies with **Amazon AppStream 2.0**.

California Polytechnic (Cal Poly) State University is a top ranked public university in San Luis Obispo, California.

Cal Poly was faced with the requirement to rapidly deploy a virtual computer lab solution and provisioned 28,000 users into **Amazon AppStream 2.0**, moving from beta to production in less than 3 weeks. The lab environment included dozens of software applications, including 3D graphics.

Remote communication and collaboration

aws

Remote communication and collaboration challenges
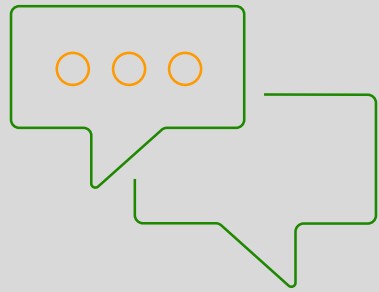
How do my employees and students engage with each other using audio and video conferencing at scale?

How do I quickly enable remote communication capabilities in my own applications?

How do I deploy a solution that is secure and reliable to support business continuity?

Amazon Chime

Amazon Chime is a communications service that lets you meet, chat, and place business calls inside and outside your organization, all using a single application. Developers can use Amazon Chime SDK to add real-time communications to their own applications.

Proven, reliable communications powered by AWS

Online meetings

Audio and videoconferencing

Business chat

Business calls

Server APIs

Client SDKs

Media Services

Simple-to-use, unified communication app for employees and students

Fast-to-build, scalable building blocks for in-app communications

Pay as you go only for the meetings or minutes you use

Amazon Chime Voice Connector

Public sector customer case studies – Amazon Chime

The Synopsys Championship event was held on March 12 using Amazon Chime. Online, 1,048 students presented their projects to 525 judges in 1,924 video conferencing sessions with a total of 69,889 meeting minutes. At the peak of the six-hour science-fair, over 800 meetings were held concurrently.

"I've received many positive comments from judges who used Amazon Chime about how pleased they were that virtual judging was a success. If we could not have used Amazon Chime, the fair for more than 1,000 students from Santa Clara County would have been canceled."

– June Andersen, PhD, Co-Chair Category Judging, SCVSEFA

"The City of Port St. Lucie is led by a five-member elected council, which sets policy and determines the long-term vision for the city. Due to the rise in remote work for our employees, we decided to use Amazon Chime across several departments. We were also able to integrate Amazon Chime with our Active Directory, enabling our employees to instantly message each other. Thanks to Amazon Chime, we can continue to communicate and serve our city while keeping our employees safe."

– Bill Jones, CIO, City of Port St. Lucie

"At University of Arizona we are continually seeking to modernize our workforce by enabling them with modern collaboration toolsets. We want our faculty to use these tools as they interact with our students, their collaborators, and colleagues. Our implementation of Amazon Chime, and specifically Amazon Chime Voice Connector, will allow us to enable capabilities like mobility, integrated voice and video collaboration suite, and soft phone technologies at a cheaper per call rate."

– Derek Masseth, CTO, University of Arizona

Virtual contact center

Contact center challenges for businesses with remote workers
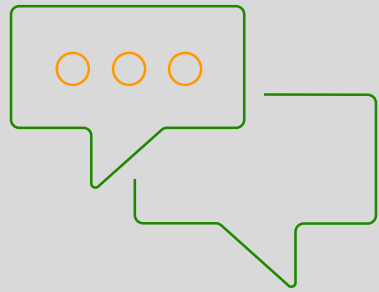
How do I keep my contact center operational while my staff are all working from home?

How do I setup a hotline to rapidly respond to customers about COVID-19?

How do I manage call and chat volume that outpaces my current contact center's capacity?

Amazon Connect

Cloud-based, self-service contact center that you can set up in minutes and operate from virtually anywhere

Contact center agents, supervisors, managers, and admins can work productively from home and provide amazing customer service

All you need is an internet connection and a headset

Omnichannel cloud contact center

Drag and drop to create contact flows for voice and chat

Open platform works with all your other systems like CRM

Stand up a contact center in minutes

100% cloud-based

Automate with ML and AI for better customer service
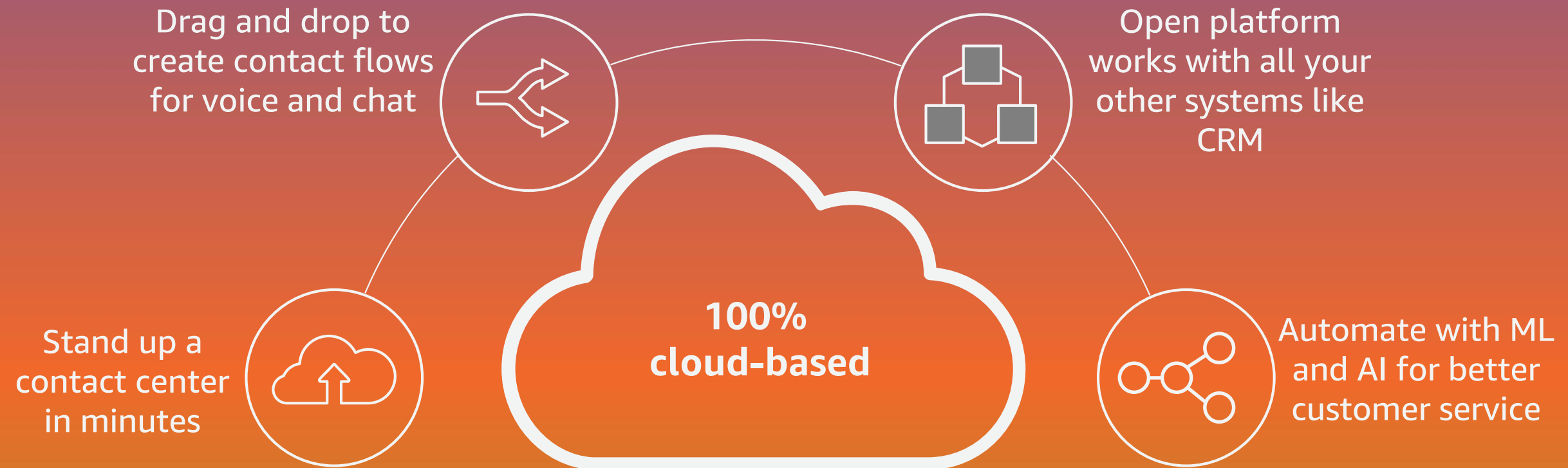
Pay only for what you use

Public sector customer case studies – Amazon Connect

WorkForce WEST VIRGINIA

West Virginia (WV) reached out to several technology providers in search of a scalable solution that could help the state better manage the surge in unemployment calls. Amazon Connect was soft launched ~72 hours later. By April 20, the new cloud contact center was fully rolled out and processed a record 61K calls in a day. The solution handles an average of 40K–45K calls daily. Amazon Connect also provides the advanced analytics and metrics WV needs to use its resources more effectively by matching staffing levels to expected call loads.

Los Angeles Unified School District

The Los Angeles Unified School District is the second largest K12 school district in the US. In response to a request from the school district to transition 700,000 students to remote learning, AWS helped establish a contact center to field IT questions, provide remote support, and enable staff to answer calls. This month, they also opened an additional phone hotline students and families can call for help to manage fear, anxiety, and other challenges related to COVID-19.

DLT Department of Labor and Training RHODE ISLAND

DLT engaged AWS to implement Amazon Connect to replace the legacy infrastructure, expanding their capacity to take simultaneous calls in just 9 days. Previously, there was only capacity **for 74 concurrent calls. On April 19, its first full day of operation, the system was taking up to 1,000 concurrent calls per minute. Amazon Connect allowed 110,000 Rhode Islanders,** which is one out of every fourteen citizens, to file continuing claims successfully.

Putting it all together – Juniper

By rolling out AWS remote work and learning solutions, Juniper can support business continuity and connect residents with family and clinicians. Juniper manages aged care facilities across Western Australia. The organization uses Amazon Chime to facilitate communication between its communities, Amazon Connect for distributing recorded information, and Amazon WorkSpaces to enable employees to work from home.

Chime

- Deployed in 2 days
- Employees can be on a video call in minutes
- Able to remotely support residents using tablets

Connect

- Deployed in 1 day
- Employees can access recorded information quickly
- Only pay for what they use

End-user Computing

- Employees did not have laptops
- Able to complete payroll remotely
- Safe and productive for remote employees

"By using Amazon Chime, Amazon Connect, and Amazon WorkSpaces, when people come up with ideas, we can finally say 'yes.' We can scale the AWS solutions we're using in new ways and be more reactive during and after a disaster."
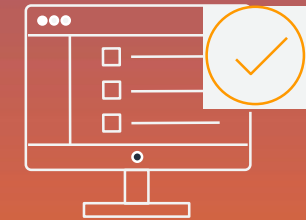
– Dan Beeston, ICT Manager, Juniper

Sign up for a complimentary
AWS account

Select the AWS services that
are right for your
organization

Enable your remote
employees, students, and
contact center agents

Thank you!

Blake Chism

aws PUBLIC SECTOR
SUMMIT ONLINE