

# GOOD MEASURES

Finding the perfect solution from a single vendor

## OVERVIEW

Good measure is the leader in transforming the US health economy striving to get rid of the "one size fits all" idea of health by enabling individuals to unlock the power of food to help them improve their daily lives and manage their medical conditions. To do this, they created an app that allows individuals to track food intake , top nutrients and more, enabling them to see exactly how their nutrient needs are being met.

## THE CHALLENGE

Good measures needed a scalable cloud solution that supported both CCaaS and UCaaS from a single vendor that would allow them to optimize their businesses and utilize the full potential of their team .

## ASPEN'S SOLUTION

Aspen was able to provide an end to end AWS based solution using Amazon Connect and Aspen Voice Bridge.



# THE OUTCOME

Utilizing Amazon Connect and Aspen Voice Bridge made it possible for Good Measure to implement more self service options including Transcribed voicemails, IVR capabilities, accurate call routing and more, all equipped with the ability to easily scale to business demands , allowing Good Measure to revolutionize their legacy systems and processes without driving up costs

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## WHY THEY CHOSE AWS

Amazon Connect allows contact centers and communication essential businesses to put all their required tools into one omnichannel system built for scalability, efficiency, and ease.

## WHY THEY CHOSE ASPEN

Good Measures wanted one vendor that could do it all and Aspen was the perfect choice for that, with extended knowledge in Amazon Connect and what it takes to bring contact centers to the next level.