

# LA County Department of Child and Family Services

Remote work capabilities and scalability

## OVERVIEW

LA County Department of Child and Family Services is the largest child protective services agency in the nation, responsible for the safety of more than 2 million children across 88 cities in Los Angeles County, working with a 13-member executive team and nearly 9,000 staff across 20 regional offices. The Child Protection Hotline is an essential component of LADCFS and its important that operations can continue during unpredictable disaster situations which demanded a new solution to their legacy contact center

## THE CHALLENGE

LADCFS was using out of date phone systems that couldn't accommodate the volume of calls that were being received and had no off site options to allow staff to work from home in case of disaster, evacuation or structural damage

## ASPEN'S SOLUTION

Aspen created a custom CCP using Amazon Connect with advanced integration and a cloud contact center with custom ques and real time reporting



## THE OUTCOME

The new cloud based contact center made it possible for agents to work from home with all the necessary tools to maintain efficiency and quality customer experiences.

Amazon Connect also allowed for lowered costs with scalability while providing more features than the legacy phone system

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## WHY THEY CHOSE AWS

Amazon Connect allows for remote setup of cloud based call centers for hundreds of agents from any location with internet access and scales to meet demand with lowered costs.

## WHY THEY CHOSE ASPEN

Aspen allowed for a fast and easy deployment of services with custom applications and easy integration into already existing platforms