

Spring Venture Group

Utilizing automatic scaling and flexibility in the work place



OVERVIEW

Spring Venture Group is a holding company made up of two direct-to-consumer health insurance brands. they're a leader in insurance comparison shopping and pride themselves on delivering true value to customers.

THE CHALLENGE

Spring Venture Group wanted assistance with Amazon Connect configurations to help them mobilize their move from Fiveg based contact center to Amazon Connect.

ASPEN'S SOLUTION

Aspen provided consulting and support to help Spring Venture Group mobilize their move from a traditional premises-based Fiveg call center technology to Amazon Connect. Aspen operated as an extension of the SVG team to increase knowledge and experience. Aspen created and tested all quick connects, assisted in number porting as well as assisted in replicating missed call notification offered in Fiveg by leveraging Kinesis, Lambda and SNS. Aspen Dev team worked with the SVG dev team to provide code solutions via Cloud Formation templates which were deployed by the SVG dev team and into the clients CI / CD infrastructure already in the client's AWS account for staging, testing and the deployment to production.

THE OUTCOME

Spring Venture Group was able to integrate to Amazon Connect smoothly and efficiently with the help of AspenTGI, and now has more capabilities in there cloud contact center than ever before with new omnichannel capabilities, performance metrics, tools to help agents work more efficiently and more all within one contact center solution for a lower cost.

WHY THEY CHOSE AWS

Amazon Connect was a more flexible solution that offered more capabilities at a lower cost than Spring Venture Groups legacy systems.

WHY THEY CHOSE ASPEN

AspenTGI was willing to work directly with Spring Venture Groups team of developers and employees to make the transition to the new systems as quick and easy as possible.