TEKsystems | Global Services

The Sweet Spot: Transforming HR Voice Operations With Amazon Connect Customer

One of the largest global chocolate and snack manufacturers partnered with TEKsystems Global Services (TGS) to rapidly modernize their HR Support Center, migrating from a legacy voice platform to Amazon Connect Customer.







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Operating in a Highly Regulated HR Environment

Creating a Secure and Compliant Communication Platform

As a global leader in the confectionery and snack industry, our customer supports thousands of employees across multiple locations through their Human Resources (HR) Support Center. Handling sensitive inquiries related to benefits, retirement and life events, the organization requires a secure, compliant communication platform that protects personally identifiable information (PII) and protected health information (PHI).

Facing a rapidly approaching vendor contract expiration, the organization engaged TGS to deliver an Amazon Connect Customer implementation that would enhance security, improve agent efficiency and ensure uninterrupted HR services.

What We Did

Cloud services

Industry

Retail and manufacturing

Results

Enhanced operational continuity

Strengthened data security and compliance

Improved agent efficiency and experience

Key Integrations

AWS

Service Now

The Challenge

Navigating Legacy Constraints Under a Tight Timeline

Operational Urgency Plus a Secure AWS-Native Solution

Our customer's HR Support Center relied on a legacy platform that limited flexibility across call routing, recordings and administration. Vendor instability and contract disputes created uncertainty ahead of contract expiration, putting employee support services at critical risk without a modern solution in place.

The risk was compounded by:

- Limited control over sensitive call recordings stored externally
- Inability to fully meet evolving security and compliance requirements
- Disconnected workflows requiring agents to navigate multiple systems

Our customer required a fast, secure and scalable alternative without compromising operational continuity.

Our Solution

Modernizing Voice Operations With Amazon Connect Customer

A Secure, Five-Week Amazon Connect Customer Migration

We delivered a rapid, five-week implementation to migrate the HR Support Center to Amazon Connect Customer within their existing AWS environment. Working against a fixed go-live target, our team executed a structured migration plan designed to minimize risk and ensure success.

Key capabilities included:

- A cloud-native Amazon Connect Customer deployment aligned with AWS Control Tower governance
- A multilingual IVR system supporting English, French and Spanish
- Seamless number porting and traffic cutover to the new platform

This accelerated approach enabled our customer to transition operations without disruption while setting the stage for future innovation.

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Powerful Partnership

How Amazon Connect Customer and ServiceNow Integration Enhances HR Workflows

Delivering Smarter, Faster HR Contact Center Agent Experiences

As a trusted AWS Premier Tier Services Partner with a robust portfolio of AWS competencies, we leveraged our expertise to streamline operations by integrating Amazon Connect Customer with ServiceNow HR Service Delivery using CTI capabilities.

The integration enabled automatic screen pop of employee information, real-time call logging and case creation, and seamless alignment with existing HR workflows. We introduced voicemail capture and AI-driven transcription and summarization, reducing the need for manual notetaking and improving agent productivity.

Our team approaches every engagement with a security-first mindset, which was central to the solution design. We ensured:

- All call recordings and sensitive data remained fully under the customer's control
- Amazon S3 storage with AWS KMS encryption met the stringent requirements for handling PII, PHI and HIPAA-protected data
- An identity management integration strengthened security, providing centralized authentication and access control across the platform

Real-World Results

The Amazon Connect Customer implementation enabled our customer to successfully modernize their HR Support Center, delivering immediate business value while mitigating operational risk. This engagement resulted in:

- **Seamless transition:** The organization achieved full operational capability prior to the legacy contract expiration, ensuring uninterrupted HR support services.
- **Improved efficiency:** AI-powered transcription and integrated workflows reduced manual effort and accelerated response times.
- **Enhanced cost alignment:** A usage-based pricing model eliminated fixed licensing overhead and improved visibility into operational costs.
- **Strengthened security and compliance:** Full data ownership and encryption ensured alignment with enterprise compliance requirements.

With a modern, scalable platform in place, our customer is now positioned to expand contact center capabilities and continue evolving their HR service delivery model.

↑ 5-week accelerated deployment

7K annual HR support calls enabled

"The TEKsystems Global Services implementation team was very organized, engaged and always going the extra mile."

—Manager of HR Support Center

About TEKsystems and TEKsystems Global Services®

We're a leading provider of business and technology services. We accelerate business transformation for our customers. Our expertise in strategy, design, execution and operations unlocks business value through a range of solutions. We're a team of 80,000 strong, working with over 6,000 customers—including 80% of the Fortune 500—across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change and master the momentum of technology. We're building tomorrow by delivering business outcomes and making positive impacts in our global communities. TEKsystems and TEKsystems Global Services are Allegis Group companies.

Learn more at TEKsystems.com.

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