

SequenceShift Achieves Amazon Connect Ready Designation

SequenceShift achieves Amazon Connect Ready status, validating its PCI compliance solution for contact centers.

SYDNEY, AUSTRALIA, July 28, 2023 /EINPresswire.com/ -- [SequenceShift](#), a leading provider of Payment Card Industry (PCI) Compliance for Contact Centers, announced today that it has achieved the [Amazon Connect](#) Ready designation from Amazon Web Services (AWS). This specialization verifies that SequenceShift's Amazon Connect software solution adheres to architectural and operational best practices, is being actively utilized by customers in production environments, and customers are eagerly advocating for the solution.

The customer experience (CX) and contact center space are undergoing continuous evolution. To keep up with increasing expectations, businesses are investing in modern technology to automate and optimize processes, delivering increasingly personalized experiences while staying ahead of customer demands. This often necessitates an enhanced approach to contact center technology stacks to meet evolving requirements. With Amazon Connect at the core of these current and future contact center technology investments, Amazon Connect Ready Partners specialize in offering vetted solutions in analytics and reporting, omnichannel customer experience, customer relationship management, outbound communications, and workforce engagement. Current and prospective Amazon Connect customers can turn to SequenceShift with a high degree of confidence in the interoperability of their solutions.



The graphic features a purple-to-blue gradient background. At the top left is the AWS logo, and at the top right is the SequenceShift logo. The main text reads "Amazon Connect Service Ready Launch Partner" in large white font. Below this is a white document icon containing the AWS logo and the text "PARTNER Amazon Connect Service Ready". A "Learn More" link with a right-pointing arrow is positioned to the left of the icon. At the bottom of the graphic is the SequenceShift logo and the text "PCI Payment Solution for Amazon Connect Contact Centers".

SequenceShift has achieved the Amazon Connect Ready designation from Amazon Web Services (AWS)



PCI Payment Solution for Amazon Connect Contact Centers



SequenceShift fit well into our overall digital transformation plans; cloud based, nimble and fit for purpose. A model of an excellent partnership with an external vendor!"

*Susan Kelly, Vice President
Information Technology, The
Globe and Mail*

The Amazon Connect Ready designation serves to distinguish AWS Partners that have invested in their solutions, demonstrating the capacity to deploy and operationalize these solutions repeatedly, at scale. Lastly, and most importantly, they have a roster of customers that have successfully deployed the solution on AWS.

"Our solution offers enhanced speed and efficiency," says the SequenceShift spokesperson. "SequenceShift is proud to achieve the Amazon Connect Ready designation. Our work with AWS allows us to deliver contact center PCI compliance in the most effective way, leveraging the agility,

range of services, and pace of innovation that they offer."

AWS is enabling scalable, flexible, and cost-effective solutions from startups to global enterprises. To assist the seamless integration and deployment of these solutions, AWS established the AWS Service Ready Program to aid customers in identifying AWS Partners with deep industry experience and expertise.

The Globe and Mail, Canada's leading news media company, and Collinson, an international leader in customer loyalty and benefits programs, were both able to enhance their customer experiences, streamline operations and optimise their data security by integrating SequenceShift's solution.

For Chris Barrow, Solution Architect at Collinson, it was "The seamless integration with Amazon Connect and easy integration into Salesforce" that really made the difference.

From Susan Kelly, Vice President Information Technology at The Globe and Mail "SequenceShift fit well into our overall digital transformation plans; cloud based, nimble and fit for purpose. A model of an excellent partnership with an external vendor!"

In both cases, SequenceShift provided an array of impressive benefits, including zero-cost setup, a pay-as-you-go pricing model, successful integration with Amazon Connect in under an hour, and a massive improvement in their PCI compliance status.

The Amazon Connect Ready designation is the latest in a line of [successes](#) for SequenceShift, the company's technology is enhanced in its ability to provide AWS-aligned, pay-as-you-go, self-service, and self-setup PCI compliance. The availability of these capabilities in AWS Marketplace makes it easier for customers to follow safe and familiar procurement models.

About SequenceShift - SequenceShift, a global leader in providing robust PCI compliance

solutions for contact centers, is trusted by industry giants such as The Globe and Mail, Collinson, and Global Touring. Its unique product offerings, marked by swift setup, AWS alignment, and PAYG models, make it a preferred choice in the industry.

For more information, contact:
communications@sequenceshift.com

Media Enquiries
SequenceShift
communications@sequenceshift.com

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