

Co-sell sheet for AWS account teams

Fixed-price agentic voice, email and chat delivery for regulated contact centres. Transactable through AWS Marketplace, fundable through MAP and PoC credits, and built to a published production standard your solutions architect can check before you recommend us.

WHAT YOUR CUSTOMER BUYS

BRONZE

£25,000

One channel, 4 weeks

- One channel, one use case end to end
- ID and verification built in
- Knowledge base plus one write into the system of record
- Baseline captured before go live
- 14 day warranty

SILVER

£55,000

A channel covered, 6 to 8 weeks

- Up to six use cases the agent completes
- Knowledge base plus one CRM, read and write
- Vulnerable customer guardrails tested live
- Decision replay and audit trail
- 30 day warranty

GOLD

£120,000

Three channels, 8 to 12 weeks

- Specialist agent per channel
- Up to ten use cases per channel
- Knowledge base plus two system integrations
- Real time compliance monitoring
- Multi brand or multi tenant
- 45 day warranty

HOW IT GETS PAID FOR

- **AWS Marketplace.** Spend draws down your customer's EDP commitment rather than competing for new budget. Private offers available on the implementation listings.
- **MAP.** Migration Acceleration Program funding for contact centre migration and modernisation.
- **PoC credits.** Up to \$25,000 in AWS credits for an agentic AI proof of concept. We handle the application and the delivery evidence.
- **Optional managed service.** From £450 a month for evaluation on every release, monthly containment reporting and model updates. Recurring, and transactable the same way.
- **Listed now.** Rel8: Amazon Connect Accelerator is publicly listed. Nova Sonic implementation and Rel8 Collections are available as private offers.

HOW TO ENGAGE US

- **Register through ACE.** We work the opportunity with you and we do not approach your customer outside the engagement.
- **Send us the shape.** Customer, channel and timeline. You get scope, a price and a funding route back.
- **Fixed scope, written down.** Exclusions stated up front, so nothing waits on a scoping exercise nobody funded.
- **Paid in three stages, each against something delivered.** 30 percent on the architecture and scope document, 40 percent at first live traffic, 30 percent on passing all ten production gates. Nothing is due on signature.

ALREADY IN PRODUCTION

2,400

emails a month handled autonomously at 92 percent classification accuracy, across 13 queues. Live in four weeks.

8 weeks

to a multi agent collections platform across voice, SMS and email, with real time compliance monitoring.

15

Amazon Connect deployments as Rel8 CX Ltd, including a challenger bank migration with zero customer disruption.

120+

contact centre deployments delivered by our team since 2015, 15 of them as Rel8 CX Ltd.

THE TEN PRODUCTION GATES, PUBLISHED

Production readiness. A defined fallback when the model is unavailable or unsure. p95 latency known under production load. An evaluation suite on every release. A handover that arrives with full context. **Measurement discipline.** A cost per contact baseline captured before go live. Containment with hang-ups, deflections and 48 hour repeat contacts taken out. Resolution counted only against a matching write in the system of record. **Compliance posture.** Vulnerable customer guardrails documented and tested inside a live call. Any decision replayable and auditable months later. Security review passed with the findings closed.

Full definitions, with the exclusions written in, at rel8.cx/measurement. Architecture at rel8.cx/architecture. Known limits at rel8.cx/constraints.