

TECH NEWS

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CELEBRATING 10 Years



It all started with a dream and a US corkboard...in the ***Land of Opportunity***

A Heartfelt Thank You from GTS!

We're excited to **mark a decade of delivering cutting-edge CX and AI solutions** while building strong relationships with our clients and partners. From achieving **AWS Advanced Tier Partner** status to becoming a trusted partner for global leaders like **Zoom, Google, and Genesys**, our success wouldn't be possible without your support! Here's to the next decade of innovation and success!



Ram Agarwal,
CEO & Founder

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TOP 10 AWS PARTNER BY CIOINSIGHTS

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GTS Named a Top 10 Leading AWS Partner by CIOInsights!

We're thrilled to be recognized as a **Top 10 AWS Partner of the Year** by CIOInsights Magazine! This incredible honor showcases our commitment to leveraging cutting-edge AWS technologies like Amazon Connect, Bedrock, and Quicksight to transform customer experiences.

Here's to breaking new ground and pushing the limits of what's possible!



ZOOM SILVER PARTNER STATUS

GTS has achieved Zoom Silver Partner Status, which signifies our outstanding performance as a Zoom partner that delivers innovative cloud contact center solutions using Zoom Phone and Zoom Workspace.

This partnership allows GTS to access Zoom's extensive resources and support, ensuring we can meet the diverse needs of our clients with innovative solutions that drive success.

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UPCOMING EVENT: WASHINGTON DIGITAL GOVERNMENT SUMMIT



Join us at the Washington Digital Government Summit 2024, where public-sector professionals and industry leaders will connect to explore innovative technologies, share insights, and drive the future of digital transformation in government. **Don't miss this opportunity to network, get inspired, and discover new solutions that will shape the future of public service.**

[REGISTER HERE](#)

ARCHITECT'S CORNER: TECH TIP OF THE MONTH WITH SITARAM PISIPATI, SR. SOLUTIONS ARCHITECT AT GTS



When designing an IVR application, plan for user input failures and build resilience by offering alternative payment options, incorporating database redundancy, enabling callbacks, and implementing robust error handling. Ensure security by using encryption and data masking, and protect user privacy by including features like recording pause and call recording notifications





HEY GTS! EPISODE 7

Tune in to this episode of Hey GTS to learn exactly **how your organization can alert up to thousands of people at once**. This powerful tool has helped state government departments send important messages via phone call without bogging down their agents.

AI TOOLS FOR HIGHER ED

GENESYS PARTNER SERIES 2 OF 3

Artificially intelligent tools like OmniBot and SMS messaging can transform the way current and potential students interact with your institution. **Higher Ed Institutions can drastically improve the student journey using AI.**



AI RX: DR. ATIF'S PRESCRIPTION

Just as the **Dot Com Bubble** (a course correction) led to a more mature and sustainable internet industry, the current Generative AI "hype" will almost certainly lead to the consolidation and maturation of the AI industry. We'll see a shakeout, for sure. Some companies will fold while others will thrive. The technology itself will only become more integrated into our lives.

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THE GTS LEADERSHIP SUMMIT



Bold ideas and breakthrough strategies! At our recent Minneapolis Leadership Summit, we united to drive innovation and shape the future of customer experience.