

# Total Experience Management (TXM)

Fusing Experience with Innovation: Igniting Possibilities, Empowering Journeys

Our extensive experience and commitment to continuous innovation has poised us to deliver transformative results with speed and precision. With Maximus's Total Experience Management (TXM) offering, agencies gain a strategic partner dedicated to elevating service delivery, ensuring operational efficiency while enhancing customer and employee experiences.

TXM is a comprehensive offering of composable technologies and services tailored to meet the unique needs of our customers and their missions. Through the strategic integration of innovative tools, methodologies and best practices, our solutions are designed for seamless integration within existing service delivery frameworks that accelerate adoption while providing immediate scalability. With options from fully managed services or customized solution components, we deliver mission impact with unparalleled excellence.

**Maximus TXM** enables the modern interactions the public has come to expect while helping employees anticipate and meet those customers' needs leveraging technology, recruiting, onboarding, training and best-in-class optimized operations.

**Maximus TXM** provides customers with:

- Simplified operations
- Elevated data-driven decision-making
- Enhanced talent development and retention
- Human-centered focus on design, delivery and evolution of services

## Why Maximus

- **Expertise in government service delivery:**  
Unparalleled understanding of government operations and customer needs
- **Continuous improvement and innovation:**  
Services built and continually innovated through human-centered design and customer/employee experience (CX/EX) best practices to proactively adapt to changing needs
- **Flexible, scalable, and modular services:**  
Adaptable solutions for seamless integration into existing customer service and technology frameworks

# Total Experience Management (TXM)

## What sets us apart

Our modular approach together with flexible components and services (shown in Figure 1) enables the rapid design and deployment of tailored solutions for maximum efficiency, quality and satisfaction. Supporting the full spectrum of service delivery, our offering adeptly navigates the intricacies of software integration, telephony systems, digital interfaces, regulatory compliance and staffing dynamics. This results in:

- Accelerated recruitment and onboarding
- Efficient operations
- Scaled service delivery
- Elevated quality of service
- Increased customer satisfaction
- Improved processes
- Enhanced employee knowledge, engagement and experience
- Modernized services based on customer needs and preferences

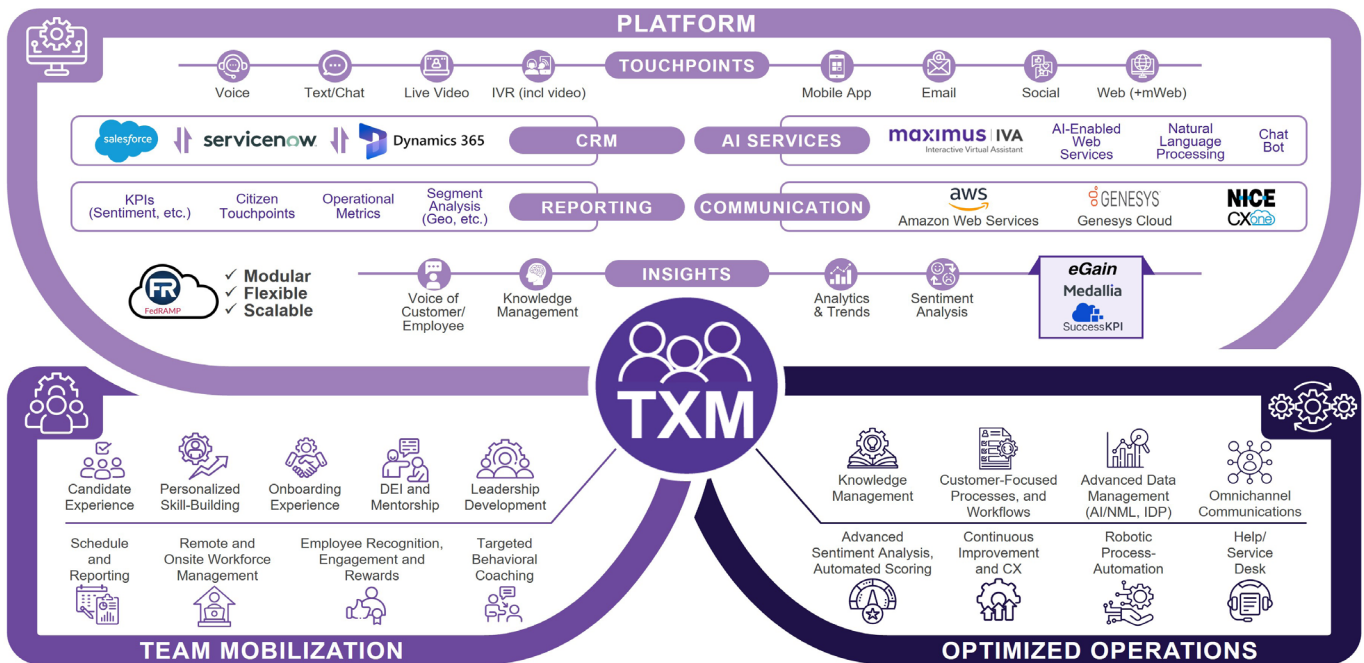


Figure 1. TXM Logical Reference Architecture shows how Maximus provides our customers with an end-to-end solution with the flexibility to tailor platform components and framework methodologies to their specific needs.

aws Available in AWS Marketplace



## Performance Benchmark Achievements



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## Connect

Connect with a Total Experience Solutions Expert  
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