maximus

Secure Cloud and Seamless Contact Center Innovation at Scale

Next generation platform and expertise for a successful transition and call center training

Shifting call center operations to the cloud can help government agencies accelerate delivery of services to citizens, improve customer experience (CX), and ultimately increase citizen engagement that drive better mission outcomes. Yet transitioning these critical operations can come with challenges. Agencies need to maintain quality of service and continuous availability while securing their cloud solutions. To do this effectively, they must mitigate the risks associated with transitioning away from on-premises operations, including addressing operational continuity and transition efficiency.

Once contact centers have been migrated to the cloud, agencies look to address what comes next. Building change management processes and employee capabilities with training on the new platform are not afterthoughts, but critical components of cloud migration success.

Why Maximus

We leverage our extensive experience in contact center modernization to transform the way citizens interact with government. We effectively transition agency workforces from on-premises or non-compliant cloud-based solutions to FedRAMP-authorized cloud solutions securely and efficiently. As one of the largest contact center providers in the U.S., Maximus can guide you through the complexities of cloud migration while addressing uptime, capability, and expert training to seamlessly scale your workforce. Our depth of expertise in working with agencies to navigate similar transformations provides:

- Elevated quality, unbeatable uptime, robust capabilities, and hands-on training while ensuring seamless workforce scalability
- Successful transition to the Maximus Call Center as a Service (CCaaS) platform powered by Amazon Connect with minimized transition risk and seamless integration with existing on-premises systems

The Maximus Total Experience

The Maximus Total Experience framework encompasses a holistic view of experiences, from understanding customer experience and expectations through data and human-centered design, to addressing the importance of employee experience as a critical component of government-citizen interactions. Our solutions and services leverage leading user experience practices, along with robust technologies to deliver seamless interactions at scale and across customers' preferred communication channels.

- Secure cloud migration demonstrated through our FedRAMP Moderate authorization
- Fast time to value with options for on-site or virtual training for employees to get up to speed quickly on your new contact center platform and operations

Maximus CCaaS, powered by Amazon Connect

With the Maximus CCaaS platform, you can set up a contact center in minutes that can scale to support millions of customers in a secure, cloud-based framework.

- **Reduce migration risk**
  Integrate seamlessly with existing systems to maintain contact center uptime and availability
- **Contain costs**
  Automatically scale based on consumption/transactional demand, enabling year-round management of surge capacity without the need to increase infrastructure – all built in to the Maximus support model
- **Predict and maintain budget targets**
  Leverage automated triggers and levers so customers reach predictive budget targets
- **Improve customer and employee experience**
  Mobilize tailored self-service with artificial intelligence (AI) and machine learning (ML) tools that revolutionize citizen interactions

Maximus CCaaS Benefits

At Maximus, our CCaaS Platform empowers agencies to enhance CX, facilitating the connection of conversations across channels, while also ensuring seamless scaling of your workforce. Our commitment to quality ensures enhanced services, proactive communication, and scalable solutions without added costs.

- **Lower operational costs**
  Resolve inquiries and issues faster while improving CX with tailored experiences across any communication mode, including voice, text, chat, e-mail, mobile, Web
- **Boost employee productivity**
  Provide rapid access to innovative tools that save staff time with 360-degree customer views and enable them to serve more citizens, more effectively
- **Drive data-based decision making**
  Leverage insights and analytics into citizen sentiment and agent performance to help inform operational and programmatic decisions

For more information about how Maximus can help you migrate contact center operations to the cloud securely, efficiently, and at scale, visit:

→ **maximus.com/secure-cloud**