



HIGH IMPACT SERVICE PROVIDERS TAKING CENTER STAGE

VIDEO TRANSCRIPT

Kathy Conrad [00:00:05] Our "Government for the People" research examines the strategies and best practices federal agencies can use to deliver a seamless, intuitive and secure customer experience. These recommendations are based on our collaboration with CX leaders from across government. We conclude that the American people expect and federal agencies can deliver a best in class customer experience.

Loren DeJonge Schulman [00:00:30] As a part of this program, we also profiled 15 high-impact service providers from across government. These services often set expectations for all of government as they directly impact the broadest number of Americans. These agencies include CMS, Federal Student Aid, the IRS, SSA and the VA.

Kathy Conrad [00:00:52] Each profile highlights the unique challenges each service must address and the steps that each agency is taking to provide an accessible, empowering and inclusive customer experience. They offer an opportunity to learn from federal leaders that are working to overcome the challenges that all federal agencies face.

Loren DeJonge Schulman [00:01:12] To deliver on government's full promise and potential, we believe that services and experiences should correspond to the needs of the American public. This requires a consistent, integrated user journey, spanning all their needs. By seeing how your peers are serving Americans, we can bring this vision closer to fruition

Kathy Conrad [00:01:32] To get the full value of our "Government for the People" research, we encourage you to read both our report and the individual service profiles. Together, they provide a path forward for implementing impactful, sustainable improvements in your service delivery.