

CHARACTERISTIC: Customer-Centric: A 360-degree view of all contacts with customers, business partners, and stakeholders.

Benefits by Administration	ASA	CO	CSMA	DVDS	EO	FMS	HR	ITS	IA	LES/SIU	LLS	MCTS	TSA
The ability to “drill down” from the customer profile to view previous contacts, historical information and digital images of documents, e.g., applications, title documents, insurance documents, driver license documents, etc. will allow staff to process a transaction, immediately respond to customer inquiries, resolve a transaction issue, and will ensure a consistent message is delivered.		X	X	X	X	X				X		X	
Staff will be able to tailor recommended solutions and courses of action based on what they already know about the customer, business partner, or stakeholder and their preferred way of conducting business with us. For example, staff will be able to determine from the system whether a customer has contacted us or completed a transaction via Internet. There will no longer be a need to ask callers if they have Internet access before directing them to the Web site to find needed information or to conduct a transaction.	X		X	X	X							X	X
Having a complete customer account will provide the means to maintain a running total of monies collected, owed, or due for refund.	X		X	X	X	X			X			X	X
The ability to review historical information and documentation for all contracts, vendors, and service level agreements will enable staff to effectively manage vendor performance and respond to inquiries or address issues.	X		X	X	X	X		X				X	X

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The customer centric view will aid the business user in researching problems without relying on SSG assistance.			X	X	X	X		X				X	
Direct access to the complete view of historical information and documentation will provide auditors and investigators with immediate access to data needed to conduct an audit or assist in an investigation.									X	X			
Having the ability to access legislative studies, policy, procedures, forms, the <u>Code of Virginia</u> , and documents direct from their desktops will increase efficiency, save time by eliminating the need to search for documents, and will ensure that staff has a complete view of the customer's situation allowing staff to conduct a thorough analysis to respond to an inquiry and ensure decisions are consistent. In addition, FOIA requests will be expedited.		X	X	X	X	X					X	X	
Access to documentation will enable staff to more efficiently and effectively address the needs of members of the General Assembly and other key stakeholders by eliminating the dependency on other areas of the organization to obtain needed documentation.	X	X	X	X	X	X					X	X	X
The single customer view will provide staff with the ability to service their customer needs and truly offer a one-stop shopping experience. This will eliminate maintaining customer core information in 7 different systems.			X	X	X	X						X	