IBM **Services**

**Cognitive Engagement**

***Supporting States during the Surge, through Recovery***

Unemployment Insurance ‘***systems are severely challenged’*** due to unprecedented levels of call volumes, claim (valid and improper) submissions, weekly certifications and payments. This is creating demand for ‘***additional workforce’*** while adhering to workplace safety directives driving the need for ***‘work at home’*** capabilities. From a recovery perspective, the longer COVID-19 remains the dominant force of economic decline, workforce Leaders will have an increasingly difficult task of putting ***‘citizens back to work’*** and ensuring ***‘Program Integrity’*** measures are in place given the surmounting economic pressures.



## Front-end surge demand

New rules and new claim types (i.e. gig economy, type of job loss) aren’t necessarily supported by current security, portals and applications causing backlogs and limiting the ability to deliver services without manual intervention.

## Backend technical scalability

Applications, databases and access to business rules aren’t scalable to the degree required due to volume spikes. These challenges are creating a need for manual overrides, tuning, extended monitoring, additional capacity and system resources.

## Additional Workforce and Work at Home

Increased claim & call center volumes have required hiring and retaining additional workforce for the foreseeable future. Adding to the complexity of acquiring and training additional workers, the workforce needs the ability to work in a safe place requiring secure, remote access.

## Citizens Back to Work

As economic pressures mount, workforce Leaders will be key players in accelerating back-to-work programs. ‘Reemployment’ processes and supporting systems are going to require scalability and adaptability given the new population of unemployed in order to effectively place citizensinto jobs at the required rate for economic recovery.

## Program Integrity

Ensuring the ‘Right Person Receives the Right Benefit’ is crucial for state agencies during surge, as well as, through recovery. As demand for benefits peaks, organized crime rings will be hidden in plain sight siphoning off hundreds of millions of benefit dollars that could have helped those in legitimate need. During recovery, some opportunistic individuals may delay their return to work in an effort to maximize their benefit elections costing state UI programs tens of millions in claims that never should have been paid.

**Learn more** [**www.ibm.com/impact/covid-19**](http://www.ibm.com/impact/covid-19) **or contact your IBM representative**

\* IBM Global Financing is subject to credit approval. Photos licensed under creative commons.



# Our Approach:

IBM has considered the needs of citizens, agency employees and IT departments in developing a holistic approach for capabilities and offerings addressing the most urgent demands while providing options to remediate inherent issues within current operations. Outcomes of our approach include:

* Easier citizen interface reducing complexity, increasing effectiveness of online services
* Improved ability to monitor potential bottlenecks in order to identify, predict and avoid issues across the environment
* Rapidly deploy access to mission critical application(s) within 30 minutes, no changes to hardware or network, improving remote worker performance
* Increased call center effectiveness - scale call center capacity in as little as a day
* Workforce flexibility for home / office (worker safety)
* Workspace accessibility from on/off-premises, device agnostics access
* Process cycle time improvements, reduced manual intervention, reduced costs, reduced error rates
* Additional resource support and scalability
* Workforce recruitment and training
* Reemployment acceleration
* Identifying and preventing Organized Criminal Activity



# Our Offerings

* Systems Environment Health Check and Assessment (Security, Web Portal, Applications Databases, Monitoring) Services
* Front-end (SalesForce, SAP, Citizen Engagement Portal)
* IT Optimization, Database Tuning, Network Services
* System Monitoring Services
* Application Assessment, Modernization Roadmap Services
* Mainframe and Systems Assessment Services
* Virtual Agents and Chatbots (Text & Voice)
* Contact Center as a Service
* Workplace Virtualization Services
* Work-from-Home Remote Access Services
* Process Assessment and Process Automation Services
* Process Outsourcing
* Recruiting & Training Services
* Program Integrity – Ensuring the ‘Right Person Receives the Right Benefit”
* ‘Back to Work’ Mobile Application Services (AI based)
* IBM Global Financing Extended Payment Plan, no payment required for 6-9 months