

## Citizen Engagement Management Solution

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Today, federal agencies in the US receive a tsunami of correspondence from citizens and constituents, and many lack a systematic or effective way to process all of these requests in an integrated, timely manner.

This correspondence includes:

- General correspondence
- Questions
- Complaints and concerns
- Freedom of Information Act (FOIA) requests
- Budget questions
- Congressional inquiries
- Office of Management and Budget (OMB) requests

To manage all of this, it is crucial for the government to have a solution that addresses common correspondence management challenges that every federal agency is facing. Poor management of this correspondence can have legal or management implications for the agency since they often have different SLAs for response for various types of requests.

### Specific challenges include:

- **Lack of data visibility** due to inefficient tracking and reporting methods (spreadsheets, phone calls, and email) that hinder transparency, masking bottlenecks and risks.
- **Inaccurate classification methods** make it difficult to triage correspondences with varied degrees of urgency.
- **Lack of ownership and accountability** across ambiguous process workflows reduce productivity.
- **A cumbersome and tedious intake process** results in incorrect routing, delays, and inconsistent responses to similar issues, which severely reduces citizen satisfaction.
- **Siloed and outdated systems** with unintegrated tools and processes add complexity.
- **Negative press and reputation** caused by poor customer experience for citizens, which potentially results in legal action or fines.
- **Insufficient executive reporting dashboards** that don't show compelling visualizations of key metrics for decision makers.
- **Lack of flexibility in workflow routing and customization** for complex processes causes inability to seamlessly adapt to agency needs.

**The Nuvitek Citizen Engagement Solution** built on the Appian platform provides a seamless and collaborative customer experience between citizens and the government to conduct efficient and timely operations.

## The solution.

The solution includes extensible integration capabilities with AI/ML, real-time collaboration, eSignature, and transparency and accountability dashboards to automate the entire citizen engagement process.

## How Nuvitek's solution does it better.

- **Accelerated delivery and implementation time** with an out-of-the-box, packaged offering to mitigate risk.
- **Document collaboration and digital signature capabilities** promote responsiveness and accountability across stakeholders (staff, executive secretaries, analysts, responders, approvers, and constituents).
- **AI-driven classification and routing** reduces errors and redundancies in classifying correspondence data, ensuring response consistency and task delegation.

## Solution features include:

- **Machine learning–driven guided processes** for faster processing and disposition of tasks.
- **People, processes, and data combined** in a single workflow to streamline and simplify end-to-end citizen engagement.
- **Streamlined intake process and audit trails** for **20x** faster processing.
- **Document OCR and data extraction** results in **10x** increased data accuracy.
- **Customizable workflows** to adjust to specific agency processes and needs.
- **Dashboards and reporting**, including KPI visibility on dashboards to provide actionable insights on tasks.
- **Advanced search and saving search criteria capabilities** to get to the right information faster.



At Nuvitek, we are a team of engineers who are passionate about solving technology problems. Our core mission is to enable Federal agencies to rapidly optimize, transform, and innovate modernization efforts through human-centered business process design and Cloud Native Low Code solutions.

We make it easier for our customers to deliver on their mission need with Human Centered Design, Agile Delivery Methodologies, Low Code Platforms and Cloud Native Engineering. Working with IT and Business Stakeholders, our engineers and architects don't just come up with the ideas to reduce time to deliver modernization projects — we help execute them with our agile human-centered approach.



Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprise-grade and trusted by industry leaders. For more information visit [appian.com](https://www.appian.com).