3.0 EXECUTIVE OVERVIEW

*AWI is facing similar challenges affecting UC programs around the nation. Having to address these challenges with 38 year old technology is nearly impossible. With our proposed solution – **myBIS** – you will have the most up-to-date, large-state, UC system. Designed for ease of use and efficient UC program management, myBIS handles the ups and downs of claim volumes, the mandated state and federal rules changes, and uses the accumulated knowledge of your experienced workforce in **m**odernizing **y**our **B**enefits **I**nformation **S**ystem (myBIS).*

Florida's Economy – AWI's Challenge

The mid-1970s recession was the last time Florida faced an unemployment crisis of today's magnitude. Since 2007, Florida's unemployment rate has nearly quadrupled from 3.7% to 12.3% in March 2010. Some experts forecast the unemployment rate to continue climbing while others are seeing recent trends suggesting that Florida may be heading for a gradual decline. Regardless of which experts are right, AWI has to address the following conditions that are present in Florida:

- The volume of claimants is overwhelming the current system and stressing the current infrastructure to points of failure
- AWI is facing a critical loss of the all-important institutional Unemployment Compensation knowledge base as large numbers of skilled staff members approach retirement
- UC staff spend an inordinate amount of time on activities that could easily be automated
- The support to maintain and enhance UC legacy systems has been stressed by federal expansion(s) of benefits to claimants and extended benefit periods with differing formulas and rules
- Today's connection between the UI system and the re-employment systems is inadequate to successfully increase the number and percentage of claimants returning to work. Improving that connection should decrease the number of benefit weeks claimed and result in savings to the already depleted UC trust fund.

Our team knows why you need this new system. We know what you need it to do. We have been here in the trenches with you in Florida and in other states while the economy was twisting itself into knots. We were beside you as the volumes increased dramatically. We were beside you when the call centers were overwhelmed. We were beside you when you doubled the size of the UC division to try to handle the workload. We were beside you when the mainframe was sputtering under the weight of the new claims. While others were throwing cookie-cutter solutions together in small states, we were working with you to navigate through this crisis to help you serve your customers.

More than any other vendor, we know your challenges and can provide the right solution to address them. We have a deeper insight into what the new system needs to do for you, your customers and your stakeholders because we were there. We were a valued teaming partner then and will be that same valued team member implementing your new system.

Unemployment Work That's Relevant to Florida

Our most relevant and recent Unemployment work has been with Florida and Illinois. In Florida, we worked together with AWI to support the Unemployment Compensation (UC) system. Beginning in March 2009, Accenture worked for AWI to enhance the existing UC systems. Working with the UC Management and the AWI IT team, we have:

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- Implemented self-service for claimants with the Extended Benefits Web application
- Replicated functionality that allows both faxed and mail–in claims to be entered by AWI claims takers
- Created an employer lookup on the FLUID Admin site for AWI staff, reducing lookup response time from almost one minute to a sub second
- Simplified and clarified data entry by rewording questions and improving usability with pre-populated defaults
- Improved claimant/employer verification, reducing rework
- Created functionality to view and track claimants who filed an appeal of their EB benefits.

In Illinois, we continue to implement a state-of-the-art custom system – Illinois Benefit Information System (IBIS) – to replace the existing legacy Benefits Information System. Because the IBIS features align with Florida's requirements, we propose to transfer that system for AWI. To date, we have successfully implemented four releases:

- Internet Claims: nearly 1 million claims since go-live in July 2005
- Guided Interview: over 1.4M issues completed since go-live in November 2005
- Auto Registration: over 379,000 claimants automatically registered with Illinois Skills Match since go-live in March 2006
- Internet Certification: over 1.5M certifications since go-live in May 2009, reducing the load on the IVR system.

The upcoming production release replaces multiple existing legacy UI benefits systems. The additional improvements that will be realized by IBIS include:

- UI benefits system integration with real-time processing
- Enhanced self-service
- Automated adjustment processing
- Electronic Case Folder allowing users to view documents without faxing/mailing; system generated forms are bar coded for return to ease scanning and storing; scanning triggers workflow assignments
- Automated workflow throughout all business functions
- Automated adjudication by allowing issues discovered at initial claim to be added, assigned and scheduled without staff intervention
- Audit tracking with expanded claims history to track interactions
- Appeals will be fully integrated from the initial benefit appeal level to the Board of appeals level and will capture Circuit court information
- Automated overpayment setup, noticing and accounting integration
- On-demand reporting
- Reduced maintenance and enhancement costs.

The solution that we are proposing for Florida – *myBIS* -- is our enhanced transfer from Illinois. It is a low cost, proven solution and is the most current UC system in the market. Importantly, *myBIS* has all the current federal rules from the latest round of American Recovery and Reinvestment Act (ARRA) changes. *myBIS* is architected to anticipate and handle mandated updates and changes when they occur.

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Our Team

The team we have proposed is the strongest, most experienced in the industry. You know our proposed leadership team. Each one has worked with you on previous engagements. Our delivery team brings direct UC implementation experience both from Florida and Illinois. Many have recent AWI experience helping enhance the current system. Others are implementing the IBIS system in Illinois. We are combining the recent Florida experience with the current IBIS experience to bring AWI the right transfer solution designed, tested and built for a large state and ready for transfer to a large state. This combination provides you with relevant knowledge, proven technical skills and familiar relationships and is the quick way to start the project on the right foot and the lower delivery risk choice for meeting the mandated schedule.

Recent Florida Experience

We have a personal stake in the success of this project. We live and work in Florida and call this home. We respond to state procurement and work with the State because we want to see Florida lead the nation with innovation. We want our fellow citizens to be able to access government services easily and conveniently and return to work. We want to provide our well-honed capabilities and technology skills to help agencies help their clients. We are very proud of our work in Florida and understand the complexities of working with various stakeholders.

Florida Agency for Workforce Innovation: Legacy Systems Support

Accenture assisted AWI by implementing enhancements to the FLUID initial application and continuing claims system. This included management analysis, design, and implementation of eight key enhancements. Through successful implementation, Accenture also managed and implemented enhancements to the online system to support the filing for Extended Benefits, tax form reprinting, and EUC pre-qualification.

Florida Department of Business and Professional Regulation: Single Licensing System

Accenture assisted DBPR in reengineering its current operation, implemented a COTS integrated licensing solution, custom built online internet services to support users, provided customer relationship management services, and provided hosting services. We were responsible for the hardware and software procurement, design, development, implementation, project management, and maintenance of the Single Licensing System. As a result of our work, DBPR received numerous awards including the Computerworld Laureate Medal Honoree Award and EAI Journal 2002 Best B2B Integration Solution Award.

Florida Office of Financial Regulation: REAL

At OFR, we are implementing a COTS integrated licensing solution and custom built online internet services to support OFR's users. We were responsible for the design, development, implementation, project management, and maintenance of the REAL system.

Florida Department of Management Services: MyFloridaMarketPlace

Accenture's work on the MyFloridaMarketPlace system has integrated people, processes and systems in the development, implementation, and on-going support and operation of the State's web-based e-Procurement solution.

Conclusion

Accenture and its teaming partners are the right team, *myBIS* is the right solution and because of our large state experiences we bring the right approach. As Floridians, we look forward to working with AWI to better serve our fellow citizens in these challenging times.

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