5.5 Value Added Services – Innovative Ideas

Accenture can provide AWI with many valued added services in addition to the UC Modernization implementation. We look forward to discussing these in more detail with you.

Accenture's Re-employment Capability - Virtual Labor Market

Accenture understands that paying benefits to the unemployed is the beginning, not the end, of the process. Timely re-employment is the ultimate goal and measure of effectiveness of the program. Pairing job seekers with employers as quickly as possible, finding work for those who have long been unemployed or preventing unemployment for our young people are the challenges that AWI faces. Since 2003, Accenture, together with WCC Smart Search & Match, has worked with the German Federal Employment Agency to create a system that has been honored by Computer World and has become the largest on-line job portal in Germany. Since that time, France has hired Accenture to implement this same system.

At the core of the system we implemented is WCC's job matching product ELISE that offers high-performance smart search and match functions used to return meaningful results for structured and unstructured data by interpreting similarities in data records to improve the ability of search logic to return useful answers. ELISE uses fuzzy logic to calculate similarities between data and criteria, and then fuses scores to provide ranked results. With ELISE, more search criteria give better – not fewer – results. Unlike most job matching programs, ELISE finds "similar" – not just "exact" – results and ranks the results by similarity. ELISE supports flexible numeric ranges – fuzzy borders; definable word equivalencies – find similar words, concepts; weighted criteria – select level of importance; and search analytics – explains your results. ELISE allows users to find best fitting search results as well as alternatives that might be fitting, if no 100% match is available. The match is instantaneous – no watching the hourglass spin and searching for the right job or resume to appear.

Virtual Labor Market – Facts and Figures

- Posted job and job training positions: approximately 742,000 (May 2010)
- Number of posted job and training position seekers: approximately 3.82 million (June 2008)
- Accesses to job market: approximately 16 million daily
- Accesses to the internal system VerBIS: approximately 37 million daily
- Average return time for a search: <0.2 sec
- Currently 85,000 simultaneous accesses to the internal system VerBIS
- Currently 30,000 simultaneous accesses to the job market.

ELISE can be used to enhance, not replace Employ Florida Marketplace. We have two large credentials of integrating ELISE as part of eEmployment solutions at the German and French Departments of Labor. We would be happy to provide more detail and a demonstration of ELISE and the benefits gained through our experience with this award winning employment solution.

Lean Office

Lean Office is a process-driven, technology-enabled methodology that can help government agencies identify and eliminate wasteful activities that do not contribute directly to an Agency's mission. These processes help agencies transition to higher levels of operational performance. Lean Office does not mean the elimination of jobs; rather, it is the systematic elimination of waste to increase process speed and throughput. This approach combines the principles of Lean—a rigorous method to reduce non-value-added time in a process to increase speed—with Six Sigma—a method to reduce process variability and error. The

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resulting combination is a process improvement methodology that has helped public service agencies deliver high-quality services at speed while simultaneously reducing the cost to deliver those services. The impact of a Lean Office is quickly evident in the front office, where agencies interact directly with the public and where rising demand and shrinking supply are most evident. Depending on an agency's needs, Lean Office can be implemented at the micro level, with a focus on improving a specific process, or at the macro level, with a broad vision for agency-wide transformation. Our Lean Office approach also includes elements of knowledge transfer, for transitioning lean office measurements and capabilities to agency personnel. This has helped agencies become self-sufficient in creating a process-driven organization and a performance-focused culture. Positive outcomes of Lean Office include:

- Standardized business processes
- Enhanced public-facing interactions
- Streamlined operations
- Faster service delivery timeframes
- Improved benefits administration and delivery
- Enhanced service quality and accuracy
- Better resource utilization
- Stronger returns on technology investments
- Simplification
- Lower cost of services.

Ongoing Operational Efficiencies

System conversions occur at a point in time; however converting to the *myBIS* solution is not the end goal of our team. Our goal is to allow you to be successful in the days, weeks, months, and years following conversion. Our 'High performance. Delivered' focus means that with Accenture, our project team's aim is to help you succeed in your goal of modernizing the delivery of Unemployment Compensation services to the citizens and businesses of Florida, not just merely "going live".

We often work with our clients to provide pre- and post-go live services focused on helping our clients achieve the operational efficiencies desired from our system implementations. Our belief in the people on our teams, our solutions, and most importantly our clients, allows us to make commitments where we accept risk based on our ability to help our clients achieve the *outcomes* they desire. We have a track record of success in meeting specified performance goals and provide the following examples to illustrate the level of commitment we have made in the past with our clients:

State Government Agency. A revenue agency partnered with Accenture to modernize their tax system and improve their tax collection business processes. Accenture fees were at risk and tied to our ability to work with the agency to provide a solution (including the system, processes, training, etc.) that delivered the outcome of improved tax collections. This project generated over $500M in increased tax collections (that were otherwise uncollectible), and the project costs were funded from the increased collections. Additional revenues over and above project cost were made available to state and local funds.

High Tech Global Retail Operator. Accenture helped to modernize the marketing, finance, supply chain, and application and infrastructure support services to a high tech global retail operator. Our billings were tied to the overall success of the chain, primarily premised on the share price of the company increasing as a result of the work we performed.

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Manufacturing Company. A multi-national manufacturing company selected Accenture to help them achieve the business case tied to reducing spend through the implementation of a modernized procurement solution that covered the technology, governance, processes, and category management. Accenture fees were at risk, premised on our ability to improve their procurement processes, resulting in a reduced spend for the goods and services they purchased.

State Government Agency. Accenture worked with a regulatory agency on a project with a business case to improve service quality and decrease operational costs. We completed a project that included technology and business process reengineering, compensating us from savings freed up in their appropriation, and delivering net $57M benefits to the state over the five year life of the project.

These are just a few examples of the commitment we are uniquely positioned to make with AWI.

We believe that there may be an opportunity to build in a similar agreement with AWI. For example, we understand that you currently procure services from numerous entities to augment portions of your UC functions. We would like to work with you to determine if there is a way to focus our team on optimizing these services in an effort to help you achieve portions of your business case, specifically in regard to efficiency gains associated with reducing downstream issues such as overpayments or appeals or to the gains you could achieve by '…re-allocating away from low value, high volume processing to high value…' activities as stated in the UC Feasibility study. We believe we could make a positive impact that could result in a lower implementation cost, lower operations costs, or both. Just to be clear, we understand full well that there are specific rules that govern Florida procurement as well as 'state merit staff' requirements regarding which people are allowed to perform Unemployment Claims related activities. Our intent is to illustrate our willingness to put "skin in the game" in achieving your modernization goals.

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