

AgencyConnect

Simplified, centralized,
built to scale.

Expectations of federal agencies are sky high. The dreaded “swivel chair” approach is no longer acceptable. Agencies have made progress modernizing individual systems, but to modernize effectively, they must embrace a streamlined and standardized digital experience.

AI-Enabled Efficiency for Employees, Constituents, and Agencies

AgencyConnect serves as the connective tissue for the enterprise, delivering consistent, intuitive workflows across all systems of record. By shifting from siloed department solutions to an enterprise-wide engagement model, AgencyConnect streamlines interactions across IT, Finance, and HR – preserving operational and ERP systems through a unified workspace. Its scalable architecture enables agencies to create truly integrated enterprise experiences – standardizing services, consolidating application access, and providing comprehensive knowledge bases across any system.

Cohesive Experience

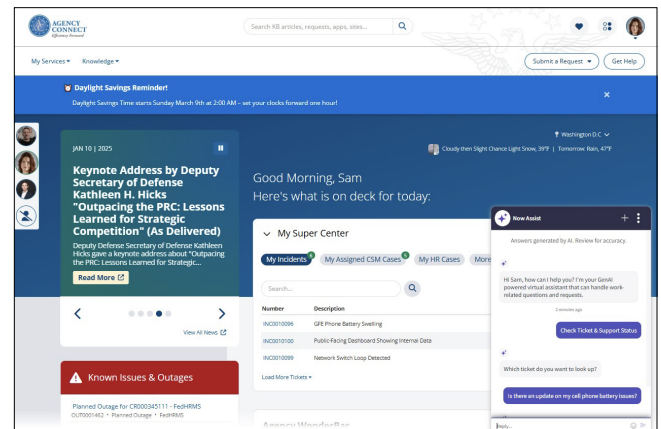
Your digital front door to interact with the enterprise.

Interconnected

AI-driven automation is built on centralized data, modern interfaces, and agentic workflows.

Built to Scale

Scalable digital infrastructure required to support Shared Service and Global Business Services (GBS) models.



Accelerated Delivery of Agency Connect + Agentic AI

AgencyConnect Accelerated

Pre-built 508-compliant user experience components and tailored agency-specific branding.

GenAI Value Assessment

A 4-week assessment of your ServiceNow instance to confirm GenAI readiness and align on an implementation strategy.

Accenture Skills Framework

250+ skills and prompts to amplify the impact of NowAssist.

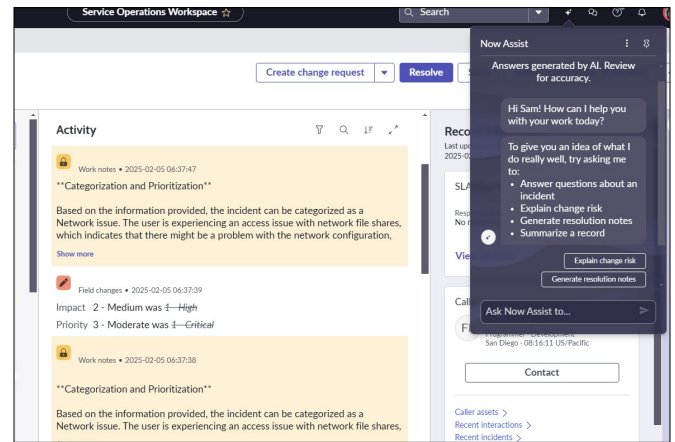
AI-Driven Federal Enterprise Services

Customer Service Excellence

- **Proactive Engagement:** GenAI detects delays and initiates support based on sentiment analysis.
- **Conversational Service Catalog:** Natural language processing simplifies service requests.

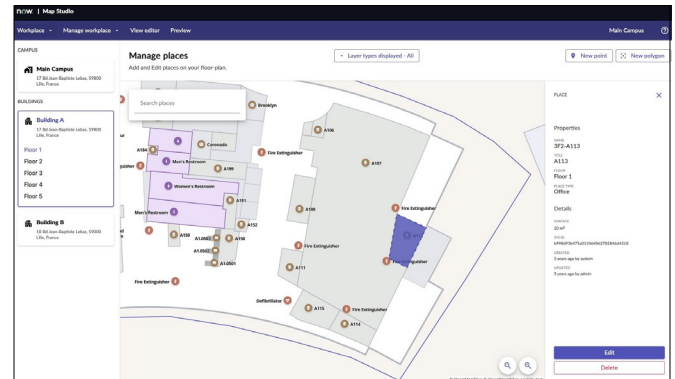
Intelligent IT Service Management

- **Smart Incident Resolution:** AI-powered ticket summarization and knowledge creation, reducing mean time to resolve (MTTR) and average handle time (AHT).
- **Automated Change Analysis:** AI identifies and converts normal changes to standard templates reducing need for manual intervention.
- **Proactive Problem Management:** Proactively identifies issues and creates trend and root cause analyses.



Smart Workplace Experiences

- **Intelligent Space Management:** Optimized hoteling and conference room bookings based on team and size requirements.



Let's Connect.



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Learn More.

Reimagining Federal Transformation:
Optimizing operations with faster,
intelligent service experiences.



About Accenture Federal Services

Accenture Federal Services is a leading US federal services company and subsidiary of Accenture LLP. We empower the federal government to solve challenges, achieve greater outcomes, and build a digital core that is agile, smart, and secure. Our 15,500 people are united in a shared purpose to advance our clients' mission-critical priorities that make the nation stronger and safer, and life better for people. We draw out the best of Accenture's global network in nearly every industry, bringing proven commercial innovation to solutions built with advanced R&D, emerging technologies, and human-centered design at speed and scale. Together, we help clients create lasting value for their workforce, customers, and partners and make a difference for the country and our communities. See how we make change that matters at accenturefederal.com.

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