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Maximus Unveils Total Experience Management (TXM) Solution with New AWS Integrations to Help Agencies Deliver Services More Efficiently and Effectively

Maximus will demonstrate leading TXM solution with AWS capabilities at the AWS Summit in Washington, DC 2025 on June 10 and 11 at the Walter E. Washington Convention Center

TYSONS, Va.--(BUSINESS WIRE)-- Maximus (NYSE: MMS), a leading employer and provider of government services, today announced the latest version of its industry-leading customer experience (CX) solution, Total Experience Management (TXM), powered by Amazon Web Services (AWS). Maximus TXM was launched in 2024 and enables agencies to implement the next generation of CX through one comprehensive solution with FedRAMP-authorized technologies. Through its strategic collaboration with AWS, Maximus leverages a range of services, including Amazon Bedrock, Amazon Lex, and Amazon Textract - to power advanced capabilities for government agencies such as intelligent document processing, AI-assisted customer interactions, topic mining, and sentiment analysis. These capabilities enable Maximus to help governments deliver mission outcomes and insights that matter.

“Federal agencies are already seeing tremendous value from implementing Maximus TXM, such as faster delivery of services, increased efficiency, and enhanced value for leadership,” said Derrick Pledger, Chief Digital & Information Officer, Maximus. “The integration with AWS further strengthens our leadership position in federal customer experience (CX) - helping agencies harness the full potential of emerging technologies. By ensuring agencies deliver the right services to the right people at the right time, we are supporting their goals and reshaping the future of government engagement.”

Maximus TXM is designed with cloud-based modular, flexible, and scalable technology that enables the next generation of CX for agency leaders. The solution is already in use by a host of federal agencies, including the Office of Personnel Management. TXM is customized for agencies to provide them with a specialized solution to the challenges faced in serving consumers. The ability to automate and streamline operations while shifting to proactive, mission-centered execution allows agencies to realize benefits and higher readiness through outcome-based contracts.

The collaboration between Maximus and AWS has already provided significant value to federal agencies, including the application of advanced Intelligent Document Processing at the Department of Veterans Affairs (VA). Through Veterans Evaluation Services (VES), a Maximus company, the two collaborated on a proprietary AI-powered system that transformed a manual process for reviewing claims and empowered the agency to digitize and analyze records at an unprecedented speed and scale. Maximus is also using this solution to transform outcomes for the Centers for Medicare & Medicaid Services (CMS).

“Collaborating with AWS is one aspect of our innovation ecosystem and unique delivery model that Maximus has utilized to build solutions and leverage leading technologies, such as AI, to bring speed and value while meeting mission challenges,” said Mike Raker, Chief Technology Officer, Maximus. “At Maximus, our leaders have simplified, standardized, and customized solutions enabling agencies to scale quickly with a focus on leveraging industry leading, commercial off-the-shelf software and outcome-based contracts.”

As part of this collaboration, Maximus is able to integrate AWS in specific environments that allow updated solutions and approaches to be implemented faster for clients delivering improved time to value.

To learn more about Maximus TXM, please visit www.maximus.com/txm-solution.

About Maximus
As a leading strategic partner to government, Maximus helps improve the delivery of public services amid complex technology, health, economic, environmental, and social challenges. With a deep understanding of program service delivery, acute insights that achieve operational excellence, and an extensive awareness of the needs of the people being served, our employees advance the critical missions of our partners. Maximus delivers innovative business process management, impactful consulting services, and technology solutions that provide improved outcomes for the public and higher levels of productivity and efficiency of government-sponsored programs. For more information, visit maximus.com.

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