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MAXIMUS and Interactions Partner to Bring First Intelligent Virtual Assistants to Federal Agencies

- Federal Government Meets Modernized Customer Care -

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, and Interactions, LLC, a leading provider of Intelligent Virtual Assistants for enterprise customer care, today unveiled the MAXIMUS Intelligent Assistant powered by Interactions. This offering makes state-of-the-art customer care technology available to government agencies, transforming communication with citizens while meeting budget objectives and enhancing the citizen experience.

“With fewer resources and increasing expectations from citizens, federal agencies are challenged with improving the citizen journey, while demonstrating value for their funding,” said Tom Romeo, president and general manager of MAXIMUS Federal. “Agency leaders know that they cannot solve today’s problems with yesterday’s solutions. They are actively seeking new, innovative approaches to delivering enhanced customer service that prove cost-effective for the agency. Partnering with Interactions leverages both company’s deep expertise in delivering enhanced and efficient customer service solutions to bring Intelligent Virtual Assistants to the federal market.”

The MAXIMUS Intelligent Assistant allows agencies to dramatically expand their self-service offerings by enabling citizens to complete transactions, such as program awareness and general inquiries, secure authentication, registration and enrollment, appeal status, benefits eligibility or payments, by phone, text or web. The solution is powered by Interactions’ Adaptive Understanding™ technology that combines artificial intelligence and human understanding to deliver human-like interactions. As a result, citizens can communicate naturally to easily accomplish tasks that traditionally required agent assistance.

“For more than a decade, Interactions has focused on taking a new approach to customer care. Our Intelligent Virtual Assistants help many of the world’s largest brands deliver an amazing customer experience while significantly increasing the scale of customer care operations,” said Mike Iacobucci, president and CEO of Interactions. “There’s never been a better time to revolutionize the way that government agencies communicate with citizens, and we’re proud to introduce the MAXIMUS Intelligent Assistant to meet this need.”

About MAXIMUS

Since 1975, MAXIMUS has operated under its founding mission of *Helping Government Serve the People* ®, enabling citizens around the globe to successfully engage with their governments at all levels and across a variety of health and human services programs. MAXIMUS delivers innovative business process management and technology solutions that contribute to improved outcomes for citizens and higher levels of productivity, accuracy,

accountability and efficiency of government-sponsored programs. With more than 18,000 employees worldwide, MAXIMUS is a proud partner to government agencies in the United States, Australia, Canada, Saudi Arabia and the United Kingdom. For more information, visit maximus.com.

About Interactions

Interactions provides Intelligent Virtual Assistants that seamlessly combine artificial intelligence and human understanding to enable businesses and consumers to engage in productive conversations. With flexible products and solutions designed to meet the growing demand for unified, multichannel customer care, Interactions is delivering significant cost savings and unprecedented customer experience for some of the largest brands in the world. Founded in 2004, Interactions is headquartered in Franklin, Massachusetts with additional offices in Indiana, New Jersey, and New York. For more information, visit interactions.com.

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