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MAXIMUS to Discuss Modernizing Contact Centers at Government Customer Experience Conference

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that Andy Beamon, Senior Director of MAXIMUS Federal, will be a panelist at the Government Customer Experience Conference @930gov on September 6 in Washington, D.C.

Panel participants will discuss how government agencies can deliver digital services through a modernized citizen engagement center. An expert in the use of new technology to transform citizen service, he will address how technologies, such as artificial intelligence and virtual assistants, can improve the Citizen Journey®. He led the development of the MAXIMUS Intelligent Assistant powered by Interactions and will share his insights from preparing this solution for implementation within government agencies.

Mr. Beamon will be joined by Robert Genesoni, Chief, Customer Engagement Center, Customer Service & Public Engagement, Department of Homeland Security (DHS), U.S. Citizen and Immigration Service (USCIS); Rosetta Lue, Senior Advisor, Contact Center Modernization, U.S. Department of Veterans Affairs; and John Yuda, Acting Director, Public Experience Portfolio, General Services Administration (GSA). The panel will be moderated by Martha Dorris, CEO of DCI International and a former GSA executive.

“Citizens’ expectations for customer service are the same for government as they are for the private sector,” said Beamon. “Agencies are challenged with meeting these expectations while lowering their costs. I look forward to sharing my thoughts on how technology can help agencies meet both goals.”

Held by the Digital Government Institute, the 930gov conference brings together thought leaders from government technical communities. The MAXIMUS exhibit booth will feature demonstrations of the MAXIMUS Intelligent Assistant by experts from MAXIMUS and Interactions. The conference will take place at the Walter E. Washington Convention Center.

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.

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