

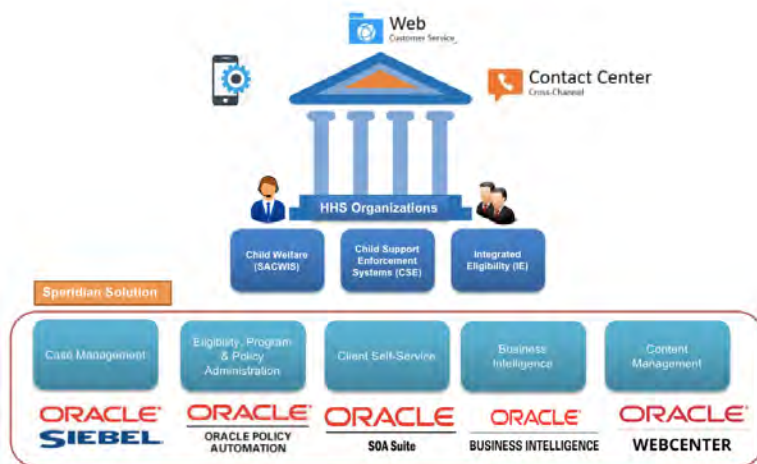


Speridian Health & Human Services (HHS)

Speridian has significant depth and experience in Healthcare and Public Sector, particularly in Health & Human Services (HHS). Implementing leading Case Management, Customer Relationship Management, and Business Intelligence solutions that have helped improve citizen experience and operational efficiency, while significantly streamlining and reducing IT support and

maintenance costs. One such innovation is our ENFORCE – Child Support Enforcement Solution.

We are an Oracle Platinum Partner and a premier implementation partner for Oracle-based solutions covering a broad range of Oracle technologies.



Our team of functional and technical experts are currently engaged in multiple HHS implementations, and provide operational support in (6) states covering core functional areas like:

- Case Management
- End User Maintained Rules
- Service Oriented Integration Framework
- Data Warehousing and Business Intelligence
- Call Center Implementations
- Data Quality and Master Data Management
- Technical and Solution Architecture
- Business Analysis and Project Management

Speridian's most recent innovation in HHS: Next Generation Child Support

ENFORCE – Child Support Enforcement Solution (Enterprise Network and Family Online Resource for Child Support Enforcement)

Speridian collaborated with UNISYS to create an innovative child support solution that helps manage cases from intake to emancipation.

ENFORCE incorporates all the core business functions expected in a comprehensive Child Support solution on a

next-generation platform capable of integrating and extending within any Enterprise environment.

Our modular approach enables States to deploy the solution in whole or in part, based on their modernization strategy and business case.

ENFORCE provides

- **Improved Access:** Parents can conduct business with the agency anytime/anywhere from a laptop, tablet or smartphone. Using the client portal or mobile application, parents can:
 - Apply for new child support services
 - Calculate an estimate of child support
 - Report changes such as a new address, job or bank account
 - View their account balance and recent transactions.
 - Make a payment
 - Review notices, appointment times, payment status and balances
 - Locate the nearest child support office
- **Greater Efficiency:** ENFORCE is a self-service portal that doesn't require an IT expert to make changes. It is equipped with "plain English" rules that allows program staff to make routine policy and procedure changes.
- **Improved Communication:** Improved access means improved communication. The solution is designed to be integrated with an agency's call center and captures all interactions.
- **Advanced Metrics:** Robust dashboards and reports help agency leaders stay on track with key performance indicators such as paternity establishment, support order establishment, current support collections and arrears collections.
- **Better Performance:** ENFORCE is designed to help agencies hit the mark in establishing paternity and support orders, as well as collecting current and delinquent obligations. This is crucial to parent satisfaction and agency funding.
- **Compliance:** ENFORCE is designed to meet applicable ADA standards, MITA guidelines and Section 508 standards. It can support clients who speak Spanish and other languages.

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