



REIMAGINE TRANSACTION AND COMPLIANCE

VIDEO TRANSCRIPT

As citizens we are interacting with the government more than ever before. From accessing health services, to paying taxes, to receiving legislative benefits. The pandemic has increased the frequency of these touchpoints overnight. But the question is, has the quality of these interactions kept pace with the quantity?

Many government services are set up in a one fits all approach. Making it challenging for many citizens to remain compliant. The digital economy has created an imperative for public agencies to change course.

The good news? There are many ways to making proactive compliance easier and interactions more efficient:

- Find the right place in the ecosystem

Partner with other government agencies and private organizations to improve data flow and communication to provide seamless and proactive citizen centric services.

- Elevate digital customer experiences

Expand options for citizens to engage virtually through online channels, chatbots, and real time digital collaboration tools. Make user experiences more seamless with

scalable digital identity.

- Reduce risk with real-time payments

Improve transaction accuracy, service delivery and garner new insights with an ecosystem of near to real-time payments, collections and disbursements.

- Harness data for proactive interactions.

Create a superior citizen experience by leveraging available ecosystem data to proactively provide customized, insight driven services.

- Communicate clearly and consistently.

Non-compliance is often caused by a simple lack of understanding. Improve communications with the right proactive messages over the right channels to begin every interaction with a positive transparent experience.

Getting compliance right is more than an opportunity to maximize revenue and provide correct payments. It's an opportunity to build trust and a step change in future citizen service delivery.

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