

Case Study

Maximus drives customer success with Upland Panviva.



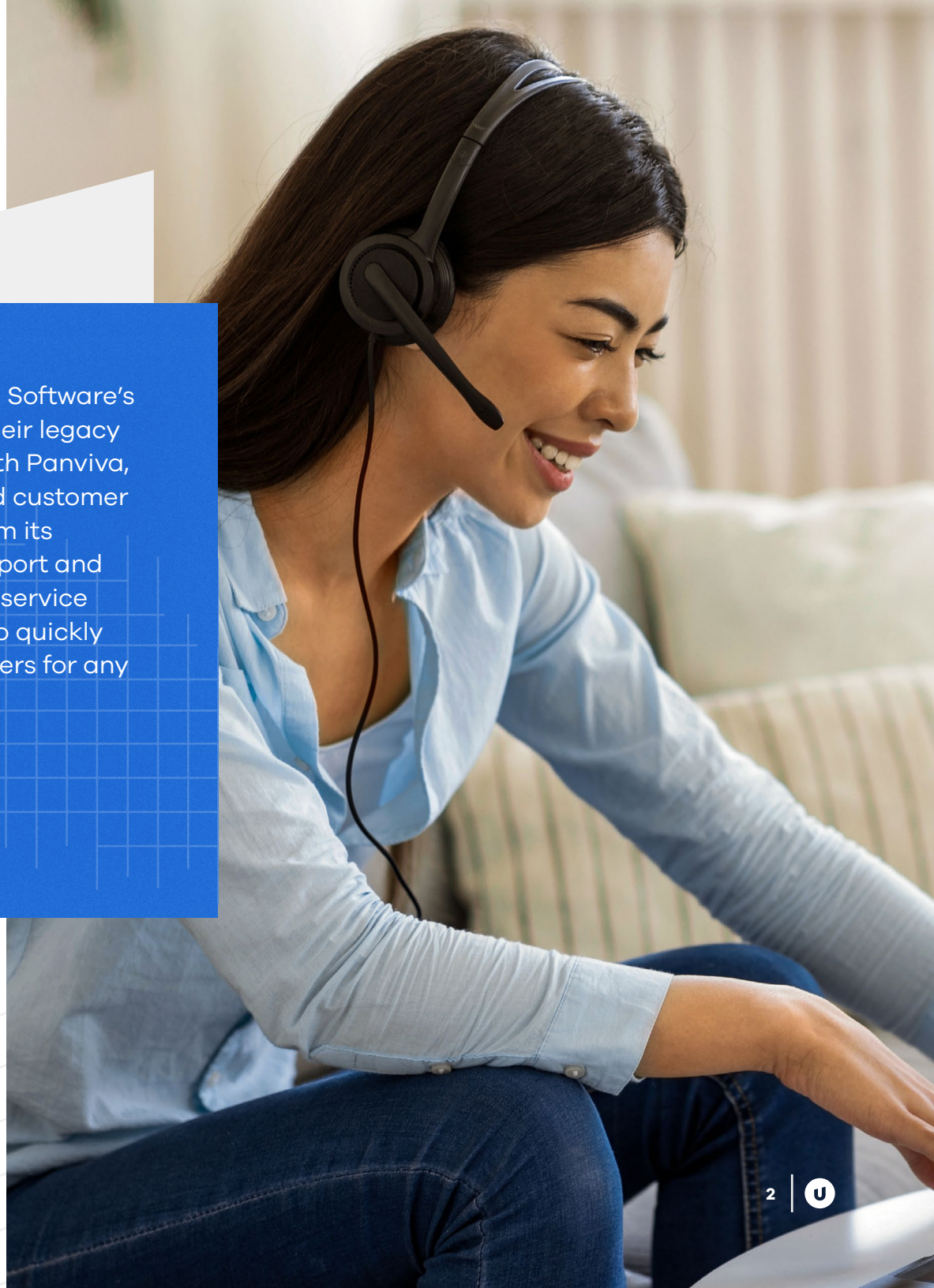
INDUSTRY
Business Operations

COMPANY
Maximus
Reston, Virginia
[maximus.com](https://www.maximus.com)

Maximus is a global leader in providing health and human services through the design, development, and delivery of innovative and impactful health and human service programs. Since 1975, Maximus has been driven by a mission to strengthen communities and improve the lives of those it serves.

MAXIMUS

Maximus used Upland Software's Panviva to overhaul their legacy knowledge system. With Panviva, Maximus has liberated customer service operations from its dependence on IT support and empowered customer service agents at every level to quickly access accurate answers for any customer need.



How do you manage a large volume of change requests?

In-house systems couldn't keep up.

Like many organizations founded before the Internet age, Maximus originally built rather than bought the technology it used to serve people with its global mission. The IT team developed in-house systems for content, knowledge, and file system management. But eventually, it became clear that these home-grown solutions could no longer keep up. The organization needed to find a new way.

Maximus has new freedom to create and collaborate.

In Panviva, Maximus found both a robust software and a partner committed to collaboration. With the support team by their side, the team at Maximus has empowered customer service agents with the freedom to design their own resources and the convenience of quick access to the right answers, regardless of agents' time on the job or level of training.

"Once people learn how to create content and they see the way information is accessed, they're running with it. They want to do more."

- Sheik Mohamad
Senior Manager, Maximus IT

Customer service agents are empowered to create and serve at unprecedented levels with Panviva.

In Panviva, Maximus found a platform that checks all the boxes.

After considering several systems, including eGain and other in-house alternatives, the team chose Panviva for three key reasons: ease of collaboration, analytics, and Panviva's responsive support team.

"When we ask Panviva if they can add something Maximus needed, the answer is always yes. With other vendors it was, 'we will look into that for you,'" explains Mohamad. "What I like best about Panviva is the ease of collaboration with their people. Everyone is responsive. We always get an answer to our questions. We can do more with that approach," he says.

Maximus empowered agents to deliver better customer service than ever.

In the past, it was up to Maximus IT to manage the large volume of change requests that came in from customer service teams. Today with Panviva, the customer service staff can handle changes on their own.

"I'm empowering operations to upload and design their own documents. They don't even have to reach out to a programmer or maintenance guy to give them new links. The sky's the limit for them," says Mohamad.

This freedom is enhanced by the staff's use of Panviva's unique methodology, which restructures knowledge in a way people actually use it. Instead of the customer

service agents frantically searching through a 25-page document to find a simple answer, Panviva restructures the document into six simple links, which take agents directly to the specific details they need, the moment they're needed.

The result has been a better customer experience from the Maximus call center teams. Whether an agent is an experienced employee or brand new, the customer gets the same right answer.

Given the depth and breadth of Maximus' responsibilities, the organization often collaborates with Panviva's support team, whose responsiveness and flexibility have made the partnership a pleasure.

Results for Maximus

faster

Employee onboarding and time-to-competency

rating

Employee productivity and freedom

universally better

Customer experience



For more information visit: <https://uplandsoftware.com/panviva/>

Upland helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job specific workflows that major cloud platforms and homegrown systems don't provide. We focus on specific business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our 1,700+ enterprise customers. To learn more, visit www.uplandsoftware.com

