



Tennessee DHS

Video transcript

Tony Mathews
COO, Dept. Of Human Services, TN

Charles Bryson
Asst Commissioner, Family Assistance and Child Support services, TN

(Tony)
Earlier that month we had two tornadoes in Tennessee, one of which hit downtown Nashville pretty hard leveling our accounting office here in Nashville.

We were in the middle of that when COVID hit hardcore at the end of March. And we actually had to send everybody home, not just the one office, and make sure that we were able to keep operations going, serve the public, not only the people impacted by the pandemic.

We didn't have the capability yet to scale to meet the significantly increased demand for our services.

(Charles)
And we we had people who were in need across the state of Tennessee. And so, of course, we are the agency that serves Tennesseans who most need assistance. And so from the beginning in March, we began to see our applications increase for SNAP and for TANF, and our calls increased our offices and foot traffic to the offices at that time as well. So we really experienced a huge influx of additional work during that time.

(Tony)
We identified Accenture as having that capability to very quickly give us up and running and able to scale to meet the needs of our customers in a highly automated way. And we're very pleased with the results.

A couple of the biggest things that made this project successful started with the caliber and quality of the people that were brought to the project. There were 25 individuals that were identified by Accenture that they thought that they could train quickly. And then the technology, the Amazon Web services that they brought. Were we able to stand up a whole separate call center capability and to



have those 25 people be able to answer questions and help customers do their just made us so much more efficient and effective and be able to send that quickly inside of a week.

chat bot capability has really been a game changer for us. We've been able to sort of divert work out of the regular workflows and reduce the reliance on the staffing that we currently have dedicated to that. And it's actually helped us evolve as a department into a more capable, more technological organization that's really going to pay dividends for our customers. Accenture's capability to pivot when needed to meet the business needs. Even before we asked.

(Charles)

In the end, being that it benefits the people that we serve, the citizens of the state of Tennessee in a huge way moving forward based on the product that was developed through that camaraderie and through that work together.