

# Hosted Communications Center Update

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# Vision, Mission and Core Values

## *Vision*

Stronger Families for a Stronger Georgia.

## *Mission*

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

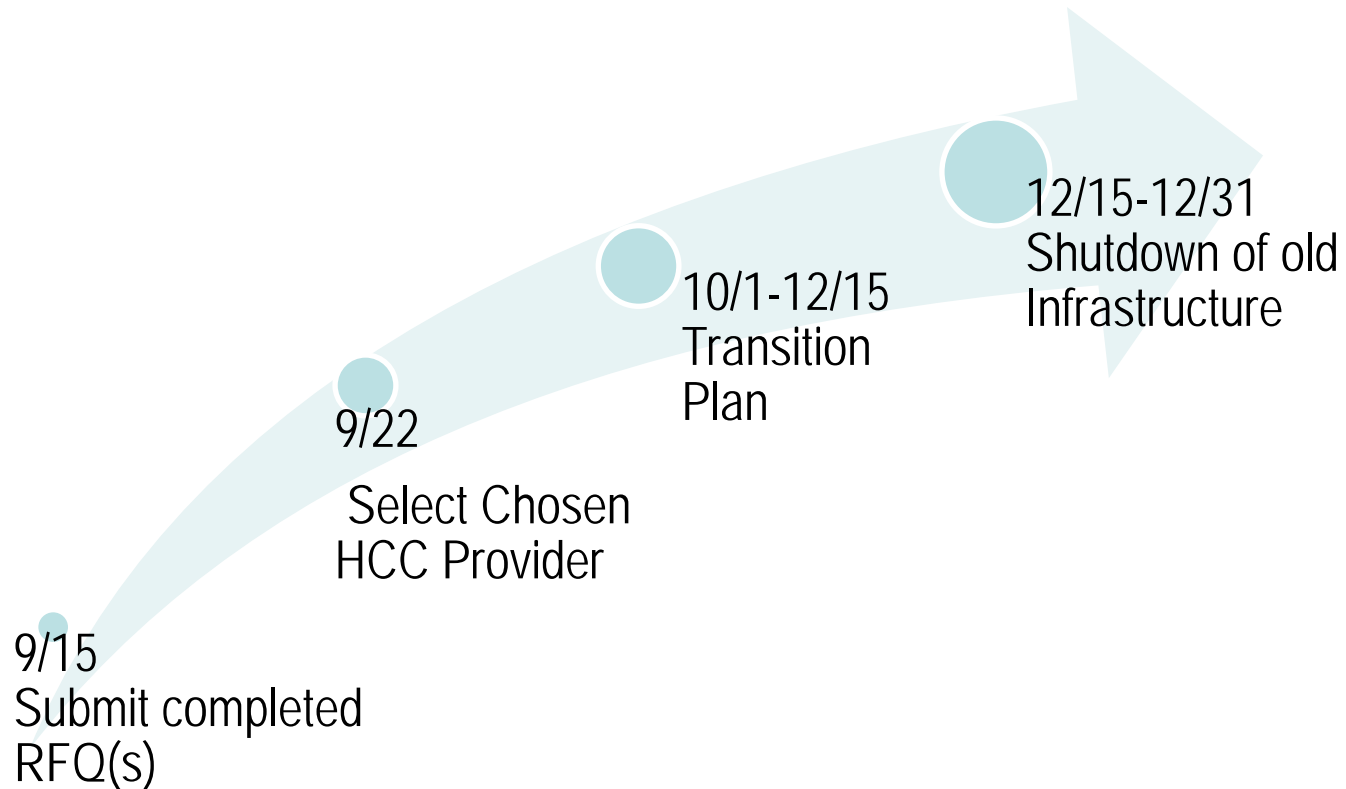
## *Core Values*

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.

# How did we get here?

- Our current Contact Center services contract will expire on December 31, 2014
- As a result, our agencies will need to contract with a new provider prior to the expiration of the existing contract

# Timeline



# Vendor Demos

Platform 28

NexxPhase

# Call Center Transition

- RFQ sent to both vendors on 09/11
- Vendor response with pricing due on 09/18
- DHS will make selection of vendor on 09/22
- Transition meetings begin on 09/24
- Implementation of centers from 10/01-12/01
- All Avaya Centers will move first: DCSS, DHS, CPS

# Q&A

