



# **Converge Go-Live**

Accenture Federal Services

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# Introductions & Opening Comments



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Discuss Converge Go-Live lessons learned, including *challenges*, *remediation activities*, and *current performance*.  
FRTIB-Accenture *partnership*, and Accenture's *commitment to excellence*, *continuous improvement*, and *innovation*.

# Agenda

## Key Topics and Items

- 4** Executive Summary
- 6** Key Go-Live Assumptions / Factors
- 7** Call Center Challenges
- 8** Call Center Remediation Activities & Current Performance
- 9** Additional Program Observations
- 11** Ongoing Improvements
- 12** Questions

# Executive Summary

The Converge go-live represented the culmination of years of planning and an 18-month transition period.



During the transition period, Accenture, FRTIB and other stakeholders completed 600+ transition events, 7,000+ implementation activities, satisfied 130 critical go-live criteria, and completed 13 Delivery Milestones



Upon go-live, more than 26.3 billion records and ~\$743B in assets for 6.56 million TSP participants were converted successfully



The core environment was delivered on-time; all recordkeeping functions were operational and secure



Nevertheless, there were significant call center challenges, which negatively impacted the participant experience and TSP brand

# Executive Summary

Converge was more than introducing a new web site. This complete digital transformation of the TSP involved:



Replacing FRTIB's core recordkeeping system



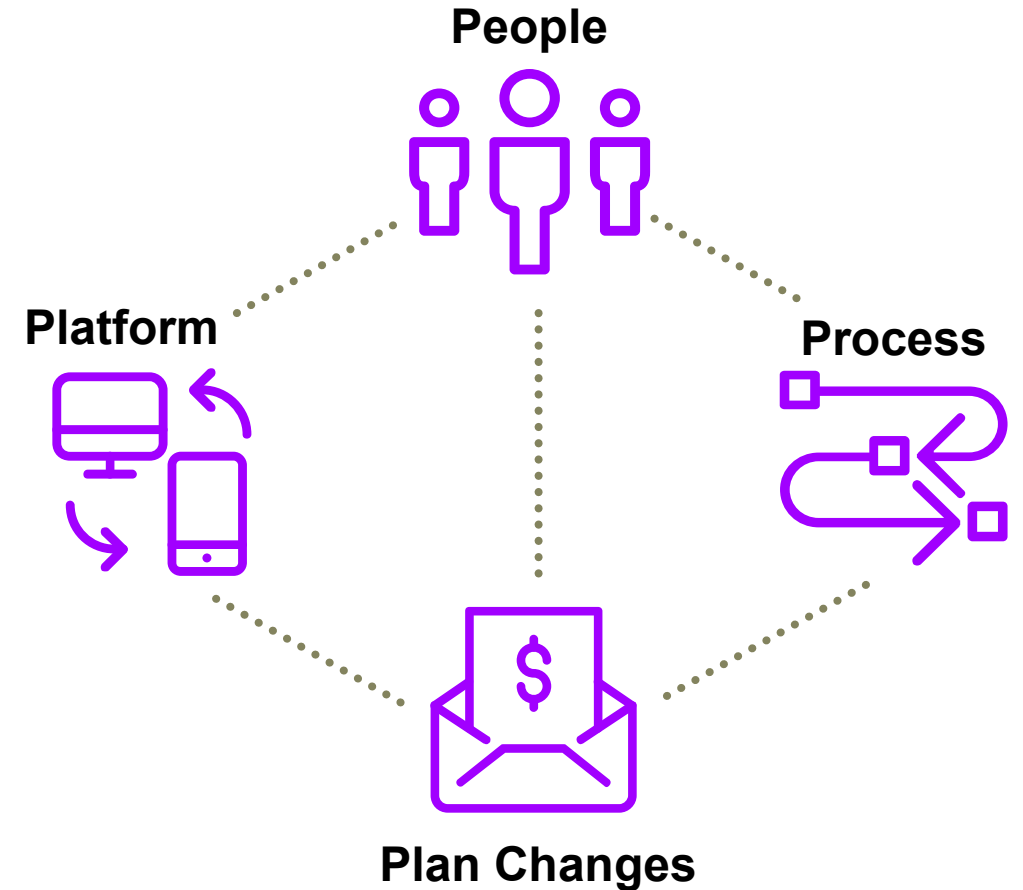
Re-platforming ThriftLine contact center technology



Re-platforming My Account and the TSP Agency/Payroll portal



Introducing more online services and features, security standards and other plan changes



# Key Go-Live Assumptions / Factors

Accenture used historical data provided by FRTIB and the legacy vendor to forecast ThriftLine call volumes.



Accenture planned for call **volumes 2X FRTIB's previous highest call volume day** but received 6X that number of inquiries.



We required all participants to **create a new online account** to prevent fraud. That process was cumbersome, contained previously undetected errors, and led to unexpected account access issues.

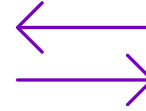
# Call Center Challenges

Upon the Converge go-live, the ThriftLine call center experienced long hold times and high abandonment rates resulting from extremely high call volumes.

## Contributing Factors:



Challenges Associated with My Account Access



Degrees of Changes Impacting Participants



Extended Blackout Period



New Call Center Environment (Staff & Technology)



Current Market Conditions



Issues Impacting the Participant Experience

# Call Center Remediation Activities

Accenture began addressing these challenges immediately.

## Remediation Activities

- My Account Log In Set Up Process Modifications
- Agent Hiring, Training & Workforce Management
- ThriftLine Interactive Voice Response System Retooling
- Various Improvements to Participant Self-Service Capabilities



## Current Performance

- 2.08M Participants Set Up new My Account Login
- Answering ~22,000 or more calls a day
- Average wait time on hold is 44s
- Average call duration is 11m22s
- Customer satisfaction is 82%
- 75% calls answered in less than 20s

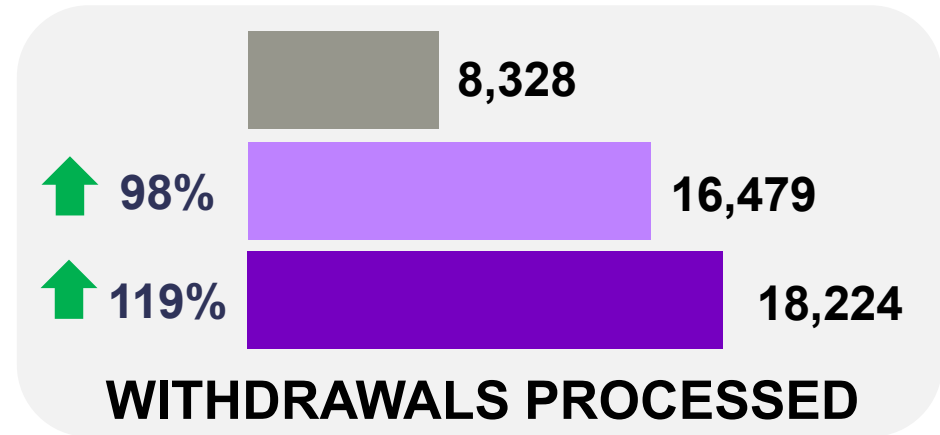
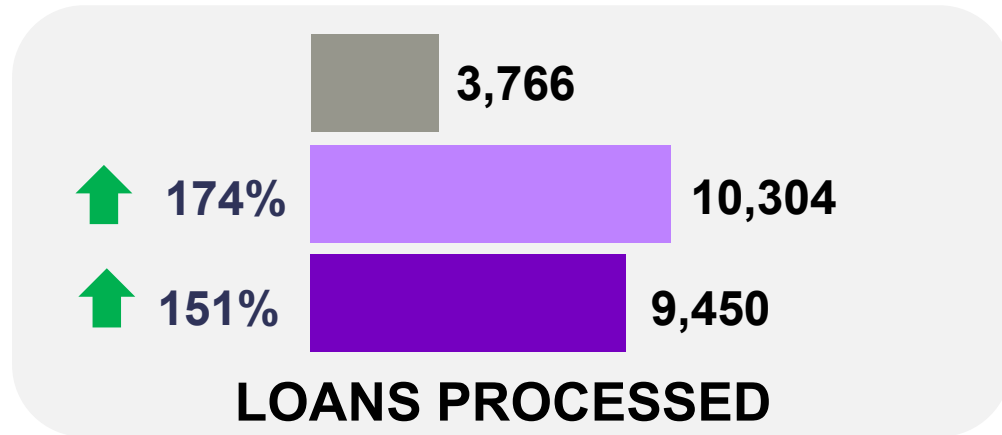
Using data from 08/09/2022 - 08/15/2022



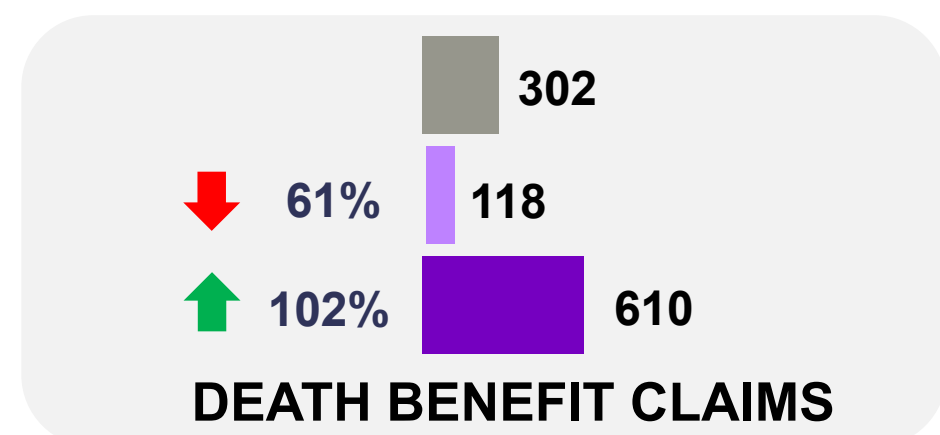
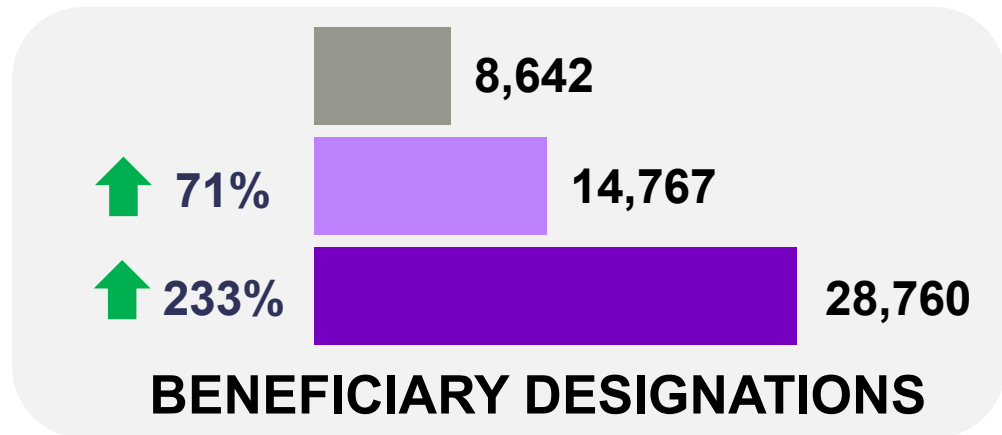


# Additional Program Observations

FRTIB's core Recordkeeping functionality is running and transactions in June were being processed at record-breaking rates with transactions in August continuing the trend.



*\*Normalized to remove monthly installments*



Using data through 08/15/2022

**Key:**  Historical Weekly Average (Jan-April 2022)

 June Weekly Average

 August 9-15

# Additional Program Observations

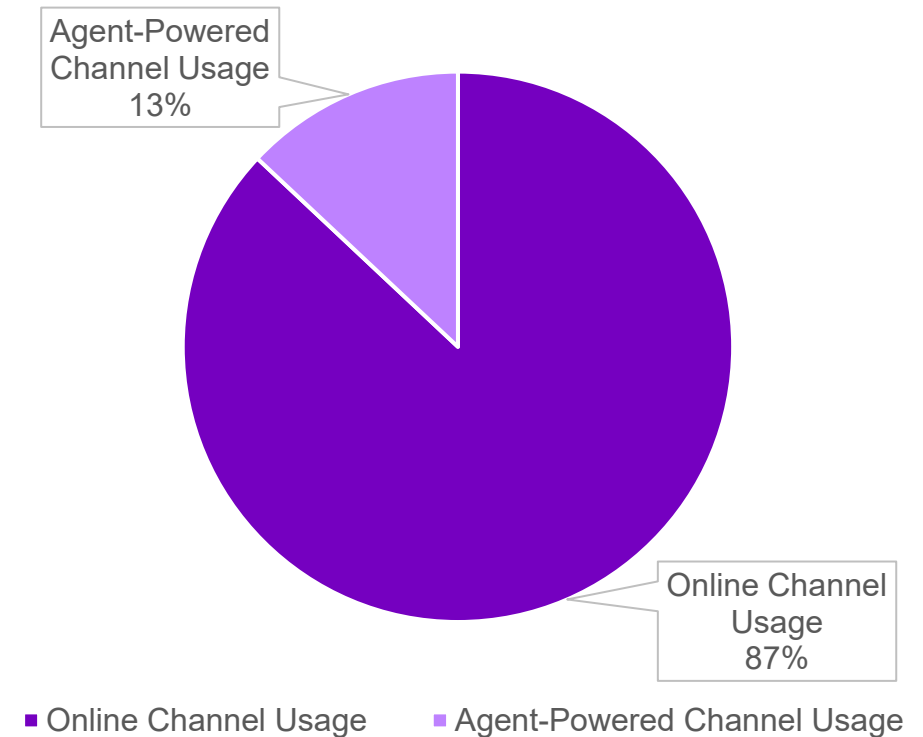
Participants are taking full advantage of new service channels and features.

## 85%+ of all interactions are happening via digital self-service channels\*

- My Account Logins: **11,153,017**
- Mobile App Downloads: **305,401**
- AVA Sessions: **548,683**
- Live Chat Sessions: **9,806**
- E-mail: **33,703**
- Funded Mutual Fund Window Accounts: **1,678**
- Transactions completed using e-Signature: **292,598**

\*Cumulative volumes through 08/15/2022

Interactions by Online vs. Agent-Powered



# Ongoing Improvements

Accenture is committed to continued improvement to the participant experience, highlighted by the following top actions

- Enhancing online self-service for installments, withdrawals, and loans
- Increasing the historical information available to participants through My Account
- Expanding virtual assistant (AVA) functionality to provide easy access to account information
- Improving My Account access to status of items in progress and participant customized actions
- Focusing Interactive Voice Response (IVR) navigation to get participants to the right agent the first time
- Continuing additional refresher training for existing call center agents
- Promoting the expanded use of the online channels
- Addressing operational items that are impacting participant services

# Questions?

