SerⱱBeyⱺnd Solutions

Digital Transformation Solutions

ServBeyond Solutions (ServBeyond) is a performance-driven digital transformation partner redefining how government delivers service at scale. Since 2010, we have helped federal and state agencies turn fragmented legacy environments into integrated digital ecosystems. By embedding advanced AI, Machine Learning, and Agentic AI directly into service operations, we reduce manual burden, unlock real-time insight, and create intuitive, data-rich customer experiences that improve mission performance and drive cost efficiency.

Innovative Digital Transformation Outcomes

ServBeyond provides thought leadership and innovation, leveraging modern tools and technologies to promote digital transformation and modernization. Examples include:

- **AI-driven Omnichannel Customer Relationship Management**: Unifies user experience by bringing information onto a single platform, eliminating need to navigate between platforms

- **Sentiment Analysis and Post-Call Intelligence**: Leverages GenAI to provide insight for coaching, improve outcomes, and enhance quality

- **Guided, Agentic AI-driven Knowledge Management**: Proactively generates draft Knowledge articles, reducing search time and empowering agents with faster, smarter resolutions

- **Robotic Process Automation with Workflows and Dynamic Forms**: Reduces response time through automation of manual tasks, enhancing quality of service and reducing cost

- **Predictive Intelligence and SLA Monitoring**: Enables performance tracking, improves SLA compliance, and supports proactive delivery

- **Health System Integration and Interoperability**: Provides seamless health data exchange capability across systems, applying standards like HL7 FHIR

Technology Platforms

servicenow. NICE·CXone Microsoft Teams SharePoint databricks

qualtrics XM aws UiPath salesforce DATADOG

Contract Vehicles

Maryland Statewide Agile Resources & Teams 2024 BPO #001B5600235

One Acquisition Solution for Integrated Services (OASIS+) #47QRCA25DA186

GSA MAS Contract #47QTCA23D0017 *(SINS: 54151S, 54151HEAL, 518210C, 561422)*

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Specific Use Cases

Automation of Knowledge Management Lifecycle

Using ServiceNow's Agentic AI offerings, we developed automated workflows to streamline the creation and updating of knowledge articles for Knowledge Managers. We achieve this by autonomously creating draft knowledge articles whenever a case is resolved without a knowledge reference, or when new recommendations are identified that are not documented in the existing knowledge source. The following benefits were achieved:

Head start before the Cases are reported

Saves Knowledge Management's team effort and time to identify the Articles to be created based on New case types identified

Timely Available Update

Knowledge Managers are informed immediately of changes, allowing faster adjustment of Knowledge Articles, then made accessible for Agents and Self-service channel users

Improved Customer experience

Empowers customers to use Self Service Channels as most updated information is readily accessible

AI-Powered Omni-channel Digital Services

ServBeyond provides innovative, process-oriented Service Desk, Field, and Technical System support to over 1,800 users across Maryland Transportation Authority and Federal Clients such as CMS CCSQ. To deliver these services, our team leverages advanced tools, including ServiceNow's Now Assist and Agentic AI, with seamless access to external knowledge for both customers and help desk agents. The benefits achieved include:

Drive Digital Self-Service

Reduces time spent by agents on simple inquiries by promoting self service

Seamless Integration of IVR and Self Service

Allows users to interact across voice and digital channels without losing context. Provides consistent and flexible experience without disruption or data duplication

AI Assisted operations for Agents

Increases agent productivity with quick recommending resolution steps based on available knowledge and historical cases

Rapid Development and Deployment of Citizen-facing Services

Leveraging ServiceNow and Salesforce capabilities, along with ML-powered Document Intelligence, we created a citizen-facing digital portal for service requests, deployable within days. This delivers the following benefits:

User-friendly Interface & Real-time Application Tracking

Enhanced user experience and transparency

Automation to Streamline Processes

Reduced manual data entry requirements by using ML-powered Document Intelligence to retrieve information from scanned documents

Centralized Data Storage

Facilitates Compliance With Security & Privacy Regulations

Corporate Highlights

| **Certifications/ Appraisals** | CMMIDEV/3 CMMISVC/3 ISO 9001:2015 | ISO/IEC 20000-1:2018 ISO/IEC 27001:2013 | **DUNS:** 117613787 **UEI:** LY9DQ99L8817 | **Cage Code:** 8NE33 |

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