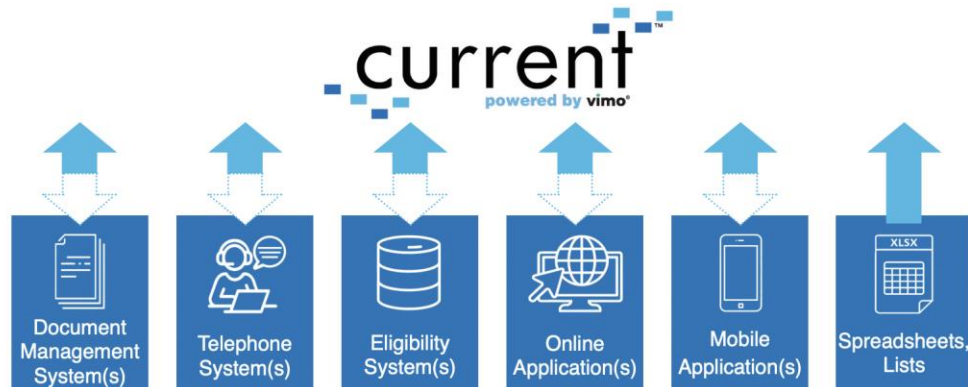## The Problem We Help Agencies Solve

Human services agencies must often turn to multiple systems to manage their operations and often have limited access – if any – to the real-time data and insights they need to most effectively assign outstanding work across the agency to quickly serve customers.

Serve As Many Customers As Possible With Available Resources

- Manage virtual and onsite operations and serve customers in one single solution
- Current™ is a SaaS product that unites all of your agency's disparate systems, making all outstanding work visible in one place and providing insights needed to help you keep work moving from start to finish

How We Solve It

current™ powered by vimo®

| Document Management System(s) | Telephone System(s) | Eligibility System(s) | Online Application(s) | Mobile Application(s) | Spreadsheets, Lists |

Current™ Is A Proven Solution To Make Your Agency More Efficient

- Provides you visibility across your entire agency so you know every minute how much total work exists, who is working, and where work may need to be shifted to prevent bottlenecks and backlogs
- Aligns with your agency's business model enabling staff to work how – and where – they need to work
- Supports statewide and county-wide workload models, allowing your agency to optimize staff productivity and performance across the entire agency
- Delivers prioritized work to the right worker with the right skills at the right time based on availability
- Allows you to fluidly reassign work across your agency as demand changes
- Automates workflow designed to serve customer on first contact

SEE	MONITOR	PROCESS	REPORT
Offers real-time, visibility across all access points	Alerts managers when agency-designated thresholds are met and action is needed	Creates and delivers work assignments to the right worker at the right time	Provides critical, operational data in reports and in single, real-time dashboard