



accenture | servicenow

AgencyConnect

Simplified, centralized,
built to scale.

Accenture
Federal
Services

In today's technology landscape, federal agencies are expected to deliver services with the same efficiency and intuitive design that consumers experience in the commercial sector.

However, many government systems remain fragmented, forcing the dreaded **"swivel chair" approach**—navigating multiple portals, interacting with siloed services, and manually piecing together information across disconnected tools. While agencies have modernized systems to keep up with mission needs, they often lack the tools necessary to anchor on enterprise-wide strategies and drive true digital transformation. To modernize effectively, agencies must embrace a simple, standardized, and seamless digital experience for users across the organization.

One platform for all, all services in one.

Accenture is proud to introduce **AgencyConnect**, an AI-enabled, role-based engagement layer built on ServiceNow that transforms agency operations and ensures a consistent experience across diverse services.

AgencyConnect rejects piecemealed and siloed modernization, instead acts as the connective tissue for the enterprise.

As a centralized engagement layer that unifies workflows, it delivers a seamless digital experience for employees, constituents, and mission partners. By shifting from department-specific solutions to an enterprise engagement model, AgencyConnect simplifies interactions, improves accessibility, and enables modern service delivery—streamlining experiences across IT, Finance, and HR.

Value Drivers

Cohesive Experience

Unify service delivery across the enterprise by creating a single digital front door for interactions, eliminating the need for multiple logins, separate portals, and redundant workflows.

Interconnected Data

Introduce interactions through AI-driven automation, modern interfaces, and agentic workflows, enabling users to access services without unnecessary complexity or manual intervention.

Built to Scale

Establish a scalable enterprise-wide framework, enabling agencies with the digital infrastructure required to operate more efficiently and embrace Enterprise and Shared Services models.

A consistent system of engagement and user experience—regardless of role, function, activity, or systems of record—seamlessly driving work forward.

Efficiency Across Users

For Employees

AgencyConnect serves as a central hub, integrating the necessary tools into a single workspace. Tailored, role-based dashboards display only the information relevant to employees' responsibilities, minimizing distractions, and enabling them to focus on mission-critical work.

For Constituents

Instead of interacting with multiple government portals for key services such as accessing benefits, submitting documents, or tracking requests, constituents gain access to a single, intuitive interface. Intelligent self-service capabilities, including AI Agents and Knowledge Bases, reduce the need for human intervention while providing users with quick resolutions.

For Agencies

AgencyConnect fosters a true enterprise-wide engagement model. Its scalable architecture allows agencies to build and standardize services regardless of application or systems of record, without disruption to core ERPs or operational platforms.

Live, in action

Agencies anticipate significant reductions in back-office workloads by combining AgencyConnect with ServiceNow's AI solutions for enterprise service automation—allowing Federal missions to be delivered faster and shift focus toward high value work.

AgencyConnect serves as a one-stop-shop delivering customer-centric experiences tailored to each user's roles and responsibilities. This transforms workflow management for users and customers alike and provides the ability for seamless integration with AI tools to synthesize information, complete tasks faster, and deliver on the mission.

Enterprise transformation starts here.

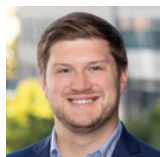
AgencyConnect represents a fundamental shift in how services are delivered, interactions with employees, and engagement with the public. By implementing AgencyConnect, agencies can create a seamless, intuitive digital experience that aligns with modern user expectations. The future of government services is streamlined and catered to the needs of the individual user, constituent, and customer.

AgencyConnect is paving the way towards true enterprise transformation—connecting Federal IT systems to the employees, constituents, and mission partners they serve, with a single point of entry for a consistent and seamless experience.

Let's get there. Together.



Jessica Bannasch
Director
Accenture Federal Services
jessica.l.bannasch@afs.com



Brandon Carter
Senior Manager
Accenture Federal Services
brandon.m.carter@afs.com



Ryan Barber
Senior Manager
Accenture Federal Services
ryan.h.barber@afs.com

Accenture Federal Services developed AgencyConnect as an engagement layer to bridge the gap between Federal IT systems. A single point of entry regardless of role, responsibility, or function. A consistently seamless experience to drive workflows forward.

**Schedule a demonstration
with us today.**

About Accenture Federal Services

Accenture Federal Services is a leading US federal services company and subsidiary of Accenture LLP. We empower the federal government to solve challenges, achieve greater outcomes, and build a digital core that is agile, smart, and secure. Our 17,000 people are united in a shared purpose to advance our clients' mission-critical priorities that make the nation stronger and safer, and life better for people. We draw out the best of Accenture's global network in nearly every industry, bringing proven commercial innovation to solutions built with advanced R&D, emerging technologies, and human-centered design at speed and scale. Together, we help clients create lasting value for their workforce, customers, and partners and make a difference for the country and our communities. See how we make change that matters at accenturefederal.com.

About Accenture

Accenture is a leading global professional services company that helps the world's leading organizations build their digital core, optimize their operations, accelerate revenue growth and enhance services—creating tangible value at speed and scale. We are a talent- and innovation-led company with 774,000 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. Our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities. Visit us at accenture.com.

Disclaimer: The material in this document reflects information available at the point in time at which this document was prepared as indicated by the date in the document properties, however the global situation is rapidly evolving and the position may change. This content is provided for general information purposes only, does not take into account the reader's specific circumstances, and is not intended to be used in place of consultation with our professional advisors. Accenture disclaims, to the fullest extent permitted by applicable law, any and all liability for the accuracy and completeness of the information in this document and for any acts or omissions made based on such information. Accenture does not provide legal, regulatory, audit, or tax advice. Readers are responsible for obtaining such advice from their own legal counsel or other licensed professionals. This document refers to marks owned by third parties. All such third-party marks are the property of their respective owners. No sponsorship, endorsement or approval of this content by the owners of such marks is intended, expressed or implied.