Medallia

Medallia for Central Government

Technology and choice have given the public power like never before. This shift accelerated the pace of change, creating an experience gap between what citizens expect of government and what's delivered. To close the gap, you need to understand what's happening and why.

Whether assisting a victim, taxpayer, patient, student or even an employee, Medallia helps transform daily interactions in the services you provide. citizen Experience isn't just surveys. It allows for a diverse, and inclusive public experiences that greatly influence how likely people are to engage, contribute, and believe in the promises of our nation. In summary it is knowing what you need to achieve your mission and ensure equitable listening.

With Medallia, you can create a culture of empowerment and action, foster innovation and creativity, improve employee happiness and productivity, and elevate employee experience as a strategic pillar, central to your department's success. By providing employees with real-time, actionable insights, they can better serve the public.

When you understand what's important to your citizens and employees, you improve public trust and drive demonstrable impacts in operating efficiencies, risk reduction, issue resolution and more.

Capture Every Signal
Get one view of the voice of your citizens and employees. Integrate all your citizen and employee data from digital, contact centers, social, videos, emails, and more.

Analyse & Predict
Make sense of experience data with our machine learning models. Let AI do the work to prioritize the biggest opportunities, understand preferences and intent, to drive action in performance improvement and service recovery.

Route & Empower
Take action, every time, with tailored data and real time insights. Empower your team through our unique organisation mapping, personalised reports and real-time alerts.

Timely and Proactive Action
In real-time improve and enhance service delivery for citizens and employees.

At a Glance
- Founded in 2001
- FedRamp High Authorized
- NAICS Code: 518210

## Contracting Information
- G-cloud Framework

Select Federal citizens
- Ministry of Justice
- Internal Revenue Service
- UK Health Security Agency
- United States Postal Service
- NHS Foundation Trust
- Department of Veteran Affairs
- Federal Emergency Management Agency
- General Services Administration
- Federal Student Aid

Medallia: Leader in CX
- Named a Leader in The Forrester Wave™: citizen Feedback Management Platforms, Q2 2021
- Named a Leader in Gartner Magic Quadrant for Voice of the citizen (December, 2020)
- IDC: Business Value of Medallia Experience Cloud - 732% ROI average over 3 years (June, 2021)
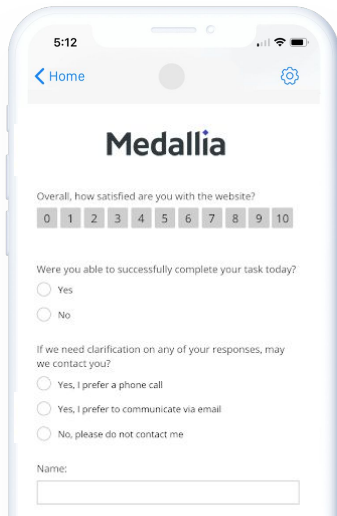
Elevate the public experience

Drive change across your organisation through equitable listening

- Elevate the public voice with richer feedback and robust action management across many touchpoints.
- Quickly identify pain points and rapidly capture feedback to implement solutions to address them continuously.
- Generate alerts for service teams when an issue arises and allow you to close the loop with individuals rapidly.
- Citizen and constituents can connect with departments and government officials on what matters most

Engage and empower employees

Engage and empower employees to drive better service for the public experience.

- Drive organisational efficiency by designing, managing, and scaling world-class employee experience programs.
- Establish a culture of empowerment and action, foster innovation and creativity.
- Improve employee happiness and productivity, and elevate employee experience as a strategic pillar central to your department's success.
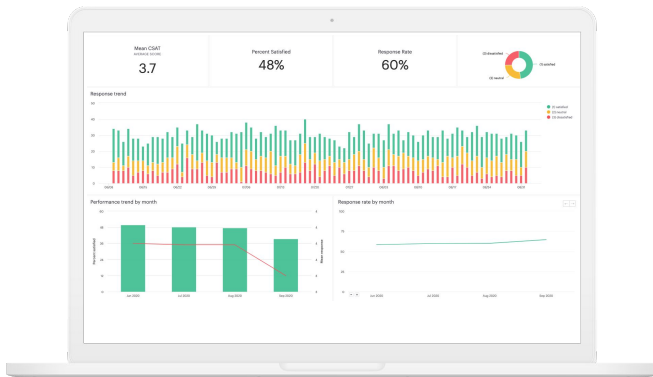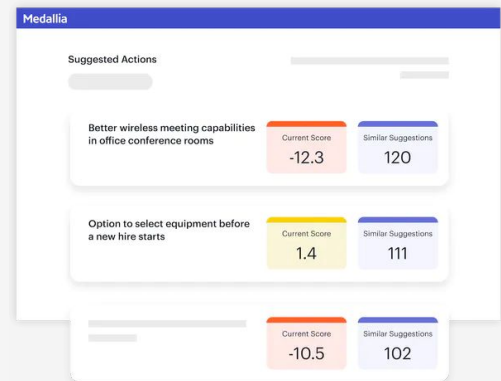
Rebuild trust in the government

Improve communication and increase the confidence in the government.

- Identify and act on the appropriate signals.
- Enhance citizen trust through positive service delivery experiences
- Establish and implement equitable policies.
- Change negative perceptions by delivering on promises.

Contact info to go here

Meet with a Medallia Expert →