

Medallia®

Supporting Clients Globally Since 2001



Your residents are counting on you to do extraordinary things. They expect government experience to be on par with what they receive from private sector. Gathering and reviewing feedback on your policies, systems, service, etc., allows you to focus on what is essential and not just what you think might be. Quite often, the voices you hear are the ones who complain. Concentrating on all residents, you will not only learn where to improve; you will learn about your successes.

Improving resident experiences results in increasing trust in government. Medallia captures feedback, analyzes the data, and helps your team take action to close experiences gaps. Our platform does the hard work, helping you understand your customers. Its learning-based AI delivers in-the-moment visibility into customer interactions to drive actions that can transform experiences as they happen.

Whether assisting an applicant, taxpayer, passenger, farmer, or student, Medallia can help you transform daily interactions in the services you provide.

CX isn't just surveys; it's knowing what is necessary to achieve your mission. We empower your employees, providing them with real-time, actionable insights so they can best serve the public.

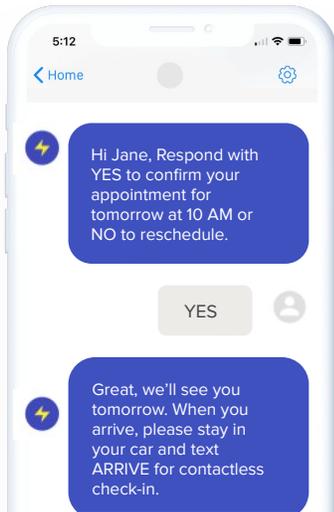
When you understand what's important to your resident you can improve public trust and drive demonstrable impacts in operating efficiencies, risk reduction, fix issues, and more. Medallia knows how to help. We are the feedback backbone of many of the world's most loved brands, government agencies, and those driving successful CX transformation.

MEDALLIA NAMED A LEADER

2020 Gartner Magic Quadrant for
Voice of the Customer

Overview

- Founded in 2001; HQ in San Francisco
- Publicly Traded on NYSE (MDLA)
- 1,800+ Employees
- 15+ Global Offices
- 1,200+ Customers Spanning Sectors / Industries
- Leveraged by Public Sector Leaders such as VA, IRS, USPS, OPM, USDA and Amtrak
- 100% Implementation Rate
- 4.5B+ Experiences Processed Per Year
- 1B+ Comments Processed Per Quarter
- 8T Calculations Performed in Single Day



Resident Experience

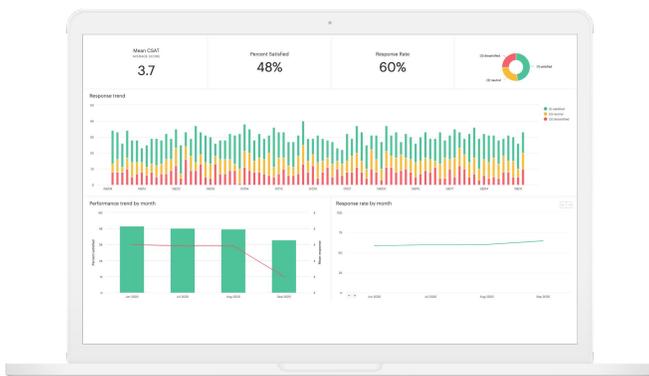
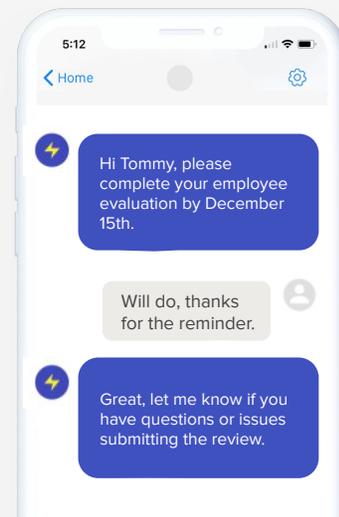
Drive change across your organization

- Elevate the constituent 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.
- Communities can connect with officials on what matters most, including building a better budget with their tax dollars.

Employee Experience

Engage and empower employees to drive better service for your residents

- drive organizational efficiency by designing, managing, and scaling world-class employee experience programs
- 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 agency's success.



Improve residents' satisfaction

Enhance resident satisfaction and continuity by increasing relevant and personalized communication

- Emotionally support residents in times of crises
- Proactively address specific communities needs
- Assure communities receive timely and pertinent information.
- Lower the need for re engagement through information sharing and first call resolution.

Meet with a Medallia Expert →

Medallia services are available on a competitively solicited and publicly awarded cooperative contract through OMNIA Partners. This cooperative contract was awarded to DLT, an authorized reseller of Medallia services, and is available in its entirety on the [OMNIA Partners website](#).

Medallia

Copyright © 2021, Medallia Inc. All rights reserved.