

## Labor and Workforce

Reimagining modernization to help states build a happy workforce. With TCS, change starts here.

Tata Consultancy Services (TCS) helps governments transform the delivery of labor and workforce services to constituents. The desire for modern government services and the demand for better constituent experience has never been greater. As the pace of technology continues to accelerate, agencies are battling fraud, aging systems, and security threats, while striving to enhance government services with a consumer-grade digital experience for constituents.



### Unemployment Insurance

TCS' Unemployment Insurance solution is created as a forever-

modern, unified digital experience by adopting a fully integrated tax, benefits, and appeals framework. TCS has successfully implemented our unemployment insurance solution in Connecticut, Maine, Mississippi, Missouri, and Wyoming, with new projects underway in Kansas and New York. We tailor every implementation to the unique requirements of each state.

- Simplified interaction and focus on usability to ensure equitable access
- Analytics for fraud prevention
- Cloud-first approach for greater scalability, reliability, and visibility



### Happy Workforce

TCS' Happy Workforce Labor Exchange

and Workforce Development solution connects job seekers with new opportunities, helps to chart career paths, and offers training opportunities to close skills gaps and build a future-ready workforce. Happy Workforce also helps employers connect to and recruit job seekers.

- Holistic analysis based on cognitive, personality, skills, and experience assessments
- AI/ML based data analytics and gap assessment to match job seekers with job opportunities, education, upskilling, re-skilling, and potential career paths
- Designed to promote job satisfaction and productivity

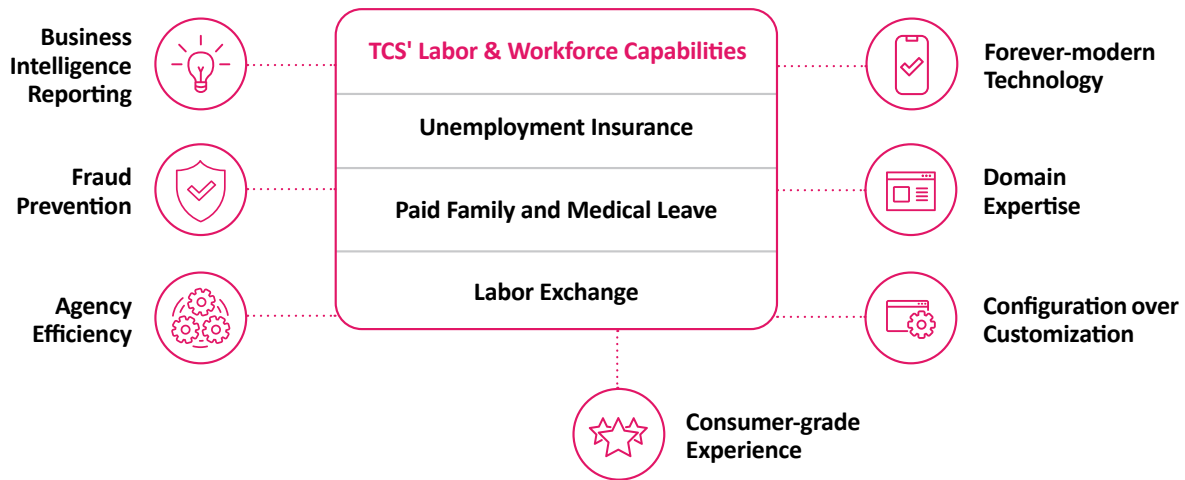


### Paid Family and Medical Leave

TCS' Paid Family and Medical Leave is a

solution that incorporates tax collection, eligibility determination, case management, benefits distribution appeals, audits, and financial accounting onto a single, cloud-based platform. Additionally, agency can benefit from TCS' program administration services for rapid implementation with end-to-end support.

- Designed to be secure and resilient while ensuring payment accuracy and program solvency
- Delivered ready to support staff to perform premiums collection activities, claims intake, and adjudication support
- Integrated contact center services equipped to assist program users during the life of a claim, helping to meet constituents' needs



### Unique Labor and Workforce Attributes

- Holistic solutions designed to help states build a strong workforce, attract businesses, and strengthen economic development
- Help governments serve the community with the equitable, consumer-grade experience they expect
- Maximum configurability, scalability, interoperability, and intuitive design for a consumer-grade experience
- Fast end-to-end program implementation
- Automated workflows with built-in robotics and AI to maximize agency efficiency
- Advanced organizational change management to smooth agency adoption and realization of targeted outcomes
- Expert staff ready to assist states with program administration

### The TCS Difference

- **Innovative.** We're perpetually innovating and pioneering new ways to improve efficiency, lower risk, and yield better outcomes. We apply artificial intelligence (AI), machine learning, analytics, and robotic process automation (RPA) to drive transformation and deliver consumer-grade digital experiences.
- **Delivery certainty.** Our customer-first philosophy, backed by over 50 years of private sector experience, delivery of unemployment modernization in seven states, and a focus on your long-term success.
- **People-centric.** Supporting all is central to the mission of public services. Helping individuals is an even more impactful approach. Our Government 4.0 framework enables the government to map services to persona-based journeys, curating equitable, tailored access to citizen-centric experiences with public services.
- **Purpose-driven.** We believe transformation is about more than technology; it is about empowering change. TCS re-invests part of our returns into programs that empower people and communities, supporting development of happy, healthy, and productive communities.

Contact us at [US.PublicServices@tcs.com](mailto:US.PublicServices@tcs.com)

#### Tata Consultancy Services (TCS) US Public Services

**Change starts here.** At TCS, we believe public sector change starts with the way change is delivered. The ambition and desire of governments across the U.S. to transform how they deliver services have never been greater. As the rate of change accelerates, TCS is committed to helping governments achieve success by improving the ability to serve people. TCS helps governments transform their ability to respond rapidly to ever-evolving technology and constituent expectations, enabling consumer-grade digital experiences and a future-ready workforce. Change begins with understanding your needs and a long-term commitment to your success, because people deserve government that is there when they need it, the way they need it.

#### About Tata Consultancy Services Ltd. (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multi-national business group, TCS has over 606,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit [www.tcs.com](http://www.tcs.com).