



Pravia CRM

FARO

Business solution that efficiently organizes, automates, and synchronizes all facets of customer interaction

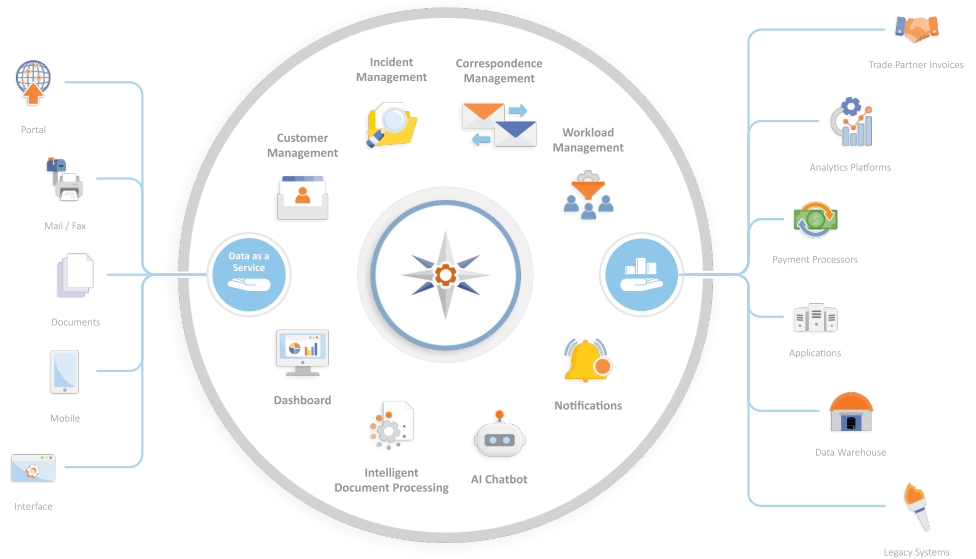
For government entities that require the ability to intake and process constituent interaction content

Product Overview

A highly collaborative solution to efficiently track every interaction with your customer to expeditiously improve the case management lifecycle process.

Business Level Benefits

- Automate and standardize your business processes for customer interactions
- Real time notifications to your customer and staff
- Smart self-service
- Zero development by your staff
- Easy to show how outcomes tie to policy or procedure



Features

Broad Functionality

Supports business scenarios including applications, cases, permits, contract, grants, incidents, records, licenses, and benefit requests

No More Legacy

New features and capability releases throughout the license term ensure an “evergreen” solution

Easy Adoption

Delivers a turnkey external and internal interaction experience on a lightweight, mobile friendly platform

FARO Differentiators for Government

You can count on FARO’s Solutions to support customer confidence in IT execution:

- Pre-Engineered Solutions – We removed the “some assembly required” issues with low risk, proven solutions, that reduce delays in implementation
- Customer Site or Cloud Friendly – FARO works with any FedRAMP Moderate Public Cloud
- Team Support – We are integrated, with named resources that align as an extension of your existing team
- Deployment Support – Fully managed or shared responsibility
- Compliance Support – Unlike other vendors, FARO is at your side with NIST, FIPS, HIPAA, and State-specific compliance and audit tasks
- 24x7 Support – Our team is providing “around the clock” support including night and weekend deployments with your teams or on behalf of your teams
- Engineering Support – Connecting and supporting defined solutions in a complicated ecosystem of your environment

Compatibility Model

Pravia CRM can be integrated with numerous popular products including:

- Mainframe Solutions
- Custom Code
- Siebel
- Dynamics
- Salesforce
- Sugar
- Microsoft
- Tableau
- AI/ChatGPT/ RPA/ML