kyndryl™

DMV Back Office Enablement Services

Helping states optimize and modernize the DMV experience

At Kyndryl, we speak DMV

As DMVs strive for enhanced customer experiences, they need more than just an IT provider.

Kyndryl has more than two decades of experience partnering with states to design, deliver, and manage innovative DMV solutions. When you choose Kyndryl, you are working with DMV industry leaders!

Kyndryl DMV Solutions

Modernize to elevate citizen, workforce, and partner experiences by providing seamless DMV services, accessible anywhere, anytime and from any device.

Product offerings include: DMV Driver Services, DMV Vehicle Services, Field Office Services, DMV Back Office Enablement Services, and DMV Business Partners Services.

For more information, email us at dmvsolutions@kyndryl.com

Call Center

Opportunity: As citizens move to self-service options, call center services enable citizens to successfully learn and adopt these tools. Kyndryl can help you enable a virtual call center solution that facilitates industry leading call center services with a local or remote workforce.

Solution: Kyndryl's DMV Call Center experience starts with US-based agents rooted with deep DMV and government expertise. From telephone to email to live agent chat, our agents meet your customers at their preferred support channel.

Leveraging the latest cloud-based customer contact center technology, Kyndryl's DMV Call Center provides an enhanced user experience. With intelligent call routing (including prioritization and call-back capabilities), IVR transactions,

natural language processing, artificial intelligence, and enhanced metrics, Kyndryl creates a state-of-the-art, highly available experience for your customers.

Value: Replace outdated telephony solutions with a virtual call center. Enable citizens to use self-service options and maintain the high level of customer service citizens expect.

DIFFERENTIATORS:

- **Deep DMV expertise**
- **Cloud based delivery**
- **Advanced analytics**
- **Wholly virtualized solution**

Implementation: 1+ Months

ServiceNow

Opportunity: Agencies can provide improved citizen and workforce services, while reducing IT asset and management costs, increasing productivity and satisfaction, and gaining insights into how IT resources are being used to help business.

Solution: Kyndryl has a fit-for-purpose DMV deployment of ServiceNow. Leveraging our deep DMV knowledge, Kyndryl has created a ServiceNow instance specifically for DMVs. As a premier service integrator, Kyndryl is uniquely qualified to migrate services from your existing ITSM. Sample DMV workflows include:

- **Field office support**
- **Hosting and application development support**
- **Vendor management**
- **Payment gateway support**

Value: Improve the efficiency of your workforce with streamlined workflows for Service Requests, Incidents, Problems and Changes.

> **DIFFERENTIATORS:**
> - **DMV customized workflows**
> - **Ready to deploy solution**
> - **Premier service integrator**
> - **Numerous supported DMV services**

Implementation: 6+ Months

Renew By Mail

Opportunity: Take the burden of paper-based services off of the shoulders of your DMV workforce allowing them to focus on customer innovations and new services.

Solution: Kyndryl and SecureOne's Renew By Mail service is opening new ways of doing business. The DMV Renew By Mail service processes your mail with local resources, while enhancing with technology to make the service accessible worldwide. Our end-to-end management includes picking up the mail, opening, sorting, scanning, processing, depositing, and handling exceptions all with minimal average backlogs.

These functions are supported by automation and issue tracking through integration to your IT Service Management platform of choice. This solution uses optical character recognition during scanning and automates key functions like trouble letters. Kyndryl also integrates with your system of record and provides Web Services customers can use to track the status of their submission. Additionally, with a cloud-based, best-in-class dashboard, Kyndryl provides insight into current Renew By Mail processing as well as developing trends.

Value: With meaningful real-time performance analytics, digitized business processes, advanced operationally resilient business services, and environmentally conscience, secure data management, Kyndryl is modernizing the way DMVs process mail.

> **DIFFERENTIATORS:**
> - **Cross trained, local staffing**
> - **Digitized, automated enhanced processes**
> - **End-to-end system integrations**
> - **State-of-the-art reporting**

Implementation: 6+ Months

Fuel Tax Reporting

Opportunity: Insight into accurate fuel tax reporting for motor carriers can reduce fraud and maximize revenue for your jurisdiction.

Solution: With Kyndryl's built for purpose application, all fuel tax reports will be submitted electronically and reviewed for compliance before acceptance. Once electronic records have been received Kyndryl applies advanced analytics and algorithms to trace the flow of fuel throughout its lifecycle and identify anomalies, including fraud in the submissions. From the terminal to the rack to the pump, Kyndryl can modernize your fuel tax reporting system.

Value: States can collect fuel tax reports in an automated fashion, in addition to securing more timely, accurate and compliant fuel tax submissions.

> **DIFFERENTIATORS:**
> - **Advanced fraud analytics**
> - **Improved data integrity**
> - **Strong submission compliance enforcement**
> - **Supplier reporting**

Implementation: 1+ Year

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