



BUREAU OF THE FISCAL SERVICE

2023 ARC CUSTOMER DAY

CELEBRATING 25 YEARS OF
EXCELLENCE



Carol Lambert

Director, Engagement and Outreach

“

I am dedicated to engaging with agencies to broaden awareness of ARC's systems and services, support agency adoption, and facilitate enhancements that improve the overall customer experience.

”

WELCOME NEW CUSTOMER!



2023 ARC Customer Day

Agenda

1

ARC Today and Into the Future

8:30a – 9:30a

2

Creating a Modern, Intuitive Customer Experience

9:30a – 10:30a

3

Technology and Modernization

11:00a – 12:00a

4

Governmentwide Policy and Updates

1:30p – 2:30p

5

Customer Roundtable

3:00p – 4:00p

6

Celebrating 25 Years of Excellence

4:00p – 4:30p

SESSION 1: ARCTODAY AND INTO THE FUTURE





Adam Charlton

Director, Transformation Management Office

“*“A satisfied customer
is the best business
strategy of all.”*
-- Michael LeBoeuf”

ARC Executive Leadership Team

ARC Today and Into the Future



Jason Hill

Asst Managing Director



Dan Vavasour

Managing Director

Management, Modernization, and
Customer Care



Jeff Schramek

ARC Executive Director



Paul Deuley

Managing Director



Paula Corbin

Asst Managing Director

Service Delivery

You'll benefit from our **expertise** and **experience**.

You'll receive insightful strategic advice and information.

You'll reduce your compliance and performance risk, enabling you to succeed.

You'll receive modern solutions and value-added services.

You'll receive an elevated customer experience and responsive services.

You can expect us to be cost conscious and transparent in our pricing.

You can rely on our continuity of operations and service reliability.



ARC'S COMMITMENT TO CUSTOMERS

Questions?



ARC Executive Leadership Team

ARC Today and Into the Future



Jason Hill

Asst Managing Director



Dan Vavasour

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Management, Modernization, and
Customer Care



Jeff Schramek

ARC Executive Director



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Paula Corbin

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Service Delivery

SESSION 1: ARCTODAY AND INTO THE FUTURE



THANK YOU

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<https://arc.fiscal.treasury.gov/> 