



2023 ARC CUSTOMER DAY

CELEBRATING 25 YEARS OF EXCELLENCE





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

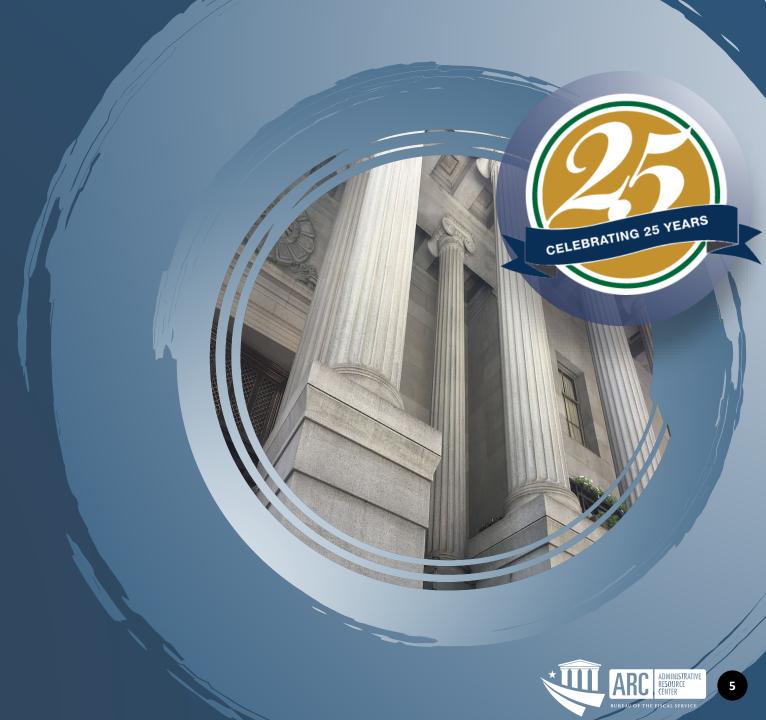
3:00p - 4:00p

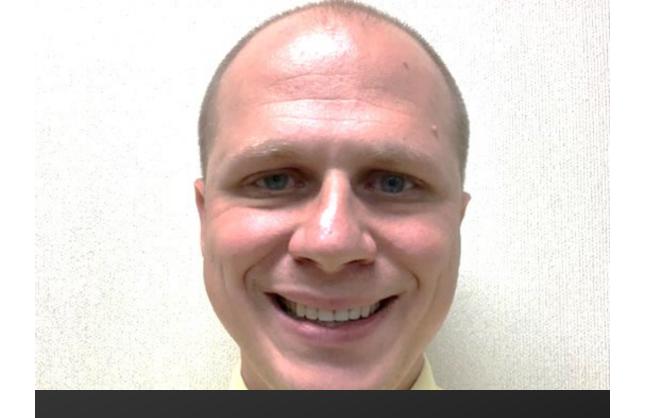
6

Celebrating 25 Years of Excellence

4:00p - 4:30p

SESSION 1: ARCTODAY AND INTO THE FUTURE





Adam Chariton

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













Dan Vavasour

Jeff Schramek

Asst Managing Director

Managing Director

Management, Modernization, and

Customer Care

ARC Executive Director

Managing Director

Paul Deuley

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 valueadded 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?



Lead • Transform • Deliver

ARC Executive Leadership Team

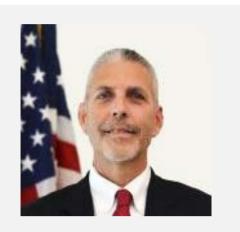
ARC Today and Into the Future













Jason Hill

Dan Vavasour

Jeff Schramek

Paul Deuley Paula Corbin

Asst Managing Director

Managing Director

ARC Executive Director

Managing Director Asst Managing Director

Management, Modernization, and Customer Care

Service Delivery

SESSION 1: ARCTODAY AND INTO THE FUTURE



THANKYOU

Adam Charlton 🚣

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