



2022 ARC Customer Day

ARC Today and Into the Future

8:00 – 9:00 AM ET



Carol Lambert

Moderator

Director, Engagement & 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.

”

2022 ARC Customer Day

Strong Foundation, Reaching for New Heights

Wednesday, May 11 | 8:00 AM – 4:00 PM ET

Session 1

ARC Today and Into
the Future

8:00 AM – 9:00 AM ET

Join Treasury and ARC executives for an engaging panel about what's to come for ARC.

Session 2

Strategic Partnership:
Getting the Most from
ARC Services

10:00 AM – 11:00 AM ET

Learn more about how we're working alongside customers to create new value.

Session 3

Expert Service
Delivery and Year End
Guidance

12:30 PM – 2:00 PM ET

Learn how ARC is operationalizing new ways of working that better support you.

Session 4

"Ask Me Anything"
with ARC Leaders

3:00 PM – 4:00 PM ET

Meet and engage in an interactive Q&A session with ARC leaders and service line experts.

<https://arc.fiscal.treasury.gov/about-arc/news-and-events/>

A FEW NOTES

- Today's sessions will be recorded and posted at arc.fiscal.treasury.gov/about-arc/news-and-events/.
- Your feedback is important to us. Please complete our post-webinar survey.
- We want to hear from you! Please send your questions through the "Questions" tab on GoToWebinar panel.
- Today's presentation is available as a "Handout" through your GoToWebinar panel.



David Lebryk

Treasury
Fiscal Assistant Secretary



“

Innovation is an essential means to remaining relevant. Part of that is understanding your customers and using that understanding to deliver a better customer experience. Innovation is critical to that work. You remain relevant by giving services to your customers that they want, need, and like.

”



Trevor Norris

Treasury
Acting Assistant Secretary for
Management



“

Expanding shared services is core to Treasury's mission and an important part of realizing the FM Vision. Each year, Fiscal Service and ARC -- in alignment with Treasury -- set clear goals to advance federal financial management into the future.

”

ARC Executive Leadership Team

ARC Today and Into the Future



Jason Hill

Assistant Managing
Director



Dan Vavasour

Managing Director

Management, Modernization,
and Customer Care



Jeff Schramek

ARC Executive Director



Paul Deuley

Managing Director



Marisa Anthony

Assistant Managing
Director

Service Delivery

“ *The direction we’re taking to elevate ARC within the Bureau conveys just how important ARC is. Our new position and structure will ensure a continued focus on outstanding operations while also prioritizing CX, modernization, and overall business management. I am grateful for the continued opportunity to make an impact for the federal government and the public.* ”



Jeff Schramek

ARC Executive Director



Paul Deuley

ARC Managing Director
Service Delivery

“ *It’s important for us to maximize the value we provide to customers. That includes the changes we’re trying to make to improve the customer experience. I have always and will continue to advocate for the kind of service delivery that advances the maturity, performance, and effectiveness of our customer agencies.* ”



Dan Vavasour

ARC Managing Director
Management, Modernization, and
Customer Care

“

It's not unusual for an organization to focus on what it's doing operationally. At ARC, we also make it a priority to focus on culture, employee experience, and on understanding what it takes for us to work well together. The high value we place on collaboration will ensure that we remain intentional about working together in a way that serves to move the entire organization forward.

”

“ *My focus is on delivering modern and effective products and services to ARC customers. In my new role, I will build lessons learned into our strategic planning to ensure we deliver best-in-class services.* ”



Marisa Anthony

ARC Assistant Managing Director
Service Delivery

“ *As we work towards gains in the customer experience space, ARC has also placed a priority on modernizing how we run our core business processes in order to increase efficiency in our services and build a stronger, scalable ARC.* ”



Jason Hill

ARC Assistant Managing Director
Management, Modernization, and
Customer Care

Questions?

Submit questions using the Questions tab on the GoToWebinar panel.





Thank You

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