

WHAT WE DO

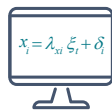
CFI Group helps public-sector organizations understand citizen and employee perspective by measuring experience, analyzing results, and recommending key areas of improvement to maximize agency effectiveness.

WHAT YOU GET



EXPERT TEAMS

A dedicated team of experienced consultants and research analysts help answer questions about citizen experience data and identify opportunities for improvement. As one of the first CX measurement companies in the U.S., our experts have been monitoring the customer experience for over 30 years.



PATENTED TECHNOLOGY

Technology that offers a science-backed, superior approach to citizen and employee experience measurement using the **American Customer Satisfaction Index® (ACSI) methodology**, selected in 1999 to be the standard metric for measuring citizen satisfaction.



UNPARALLELED INSIGHTS

Advanced analytics become experience insights that help you understand citizen and employee expectations, enabling your agency to make meaningful improvements that fulfill your agency's mission.



LEADERSHIP BRIEFINGS

Guidance to help you interpret findings, prepare reports, present results, answer executive questions, and understand the implications of future operational improvement efforts.

WHY CHOOSE US

As the only U.S. company licensed to apply our patented customization of the ACSI in both the public and private sectors, we have proudly serviced 100% of U.S. Executive Branch Departments.

CFI GROUP SOLUTIONS

- ➔ CITIZEN SATISFACTION
- ➔ CONTACT CENTER SATISFACTION
- ➔ EMPLOYEE ENGAGEMENT
- ➔ QUALITATIVE RESEARCH
- ➔ WEBSITE SATISFACTION
- ➔ CUSTOM RESEARCH

CFI Group's services are available through the GSA MOBIS schedule or through an interagency agreement facilitated by **Federal Consulting Group (FCG)** out of the Department of the Interior which has negotiated a Blanket Purchase Agreement (BPA).

For more information, email AskUs@cfigroup.com, call 734.930.9090, or visit cfigroup.com

Among the Federal Departments that CFI Group has worked with:

Department of Veterans Affairs

National Cemetery Administration
Veterans Benefit Administration - Life Insurance Service Center
Veterans Health Administration
National Center for Health Promotions and Disease Prevention (MOVE!)
Civilian Health and Medical Program (CHAMP)
Spina Bifida Beneficiaries
Foreign Medical Program (FMP)
Inpatient / Outpatient Survey
Office of Information Technology
ACSI Qualitative and Quantitative Analytics – HQ Support
Organization Development & Engagement

Department of Education

Free Application for Student Assistance (on the web)
Multiple Servicicers Study
Borrowers and Partners
Ombudsman Group
Borrowers In School, In Grace, In Delinquency, and In Default
School Partners
Debt Management Collection System (DMCS)
Income Driven Repayment (IDR)
National Center for Educational Statistics
Office of the CFI, grant program evaluations

Department of Health and Human Services

Centers for Medicare and Medicaid
Health Resources and Services Administration
National Institutes of Health/National Cancer Institute

Department of Defense

TRICARE
Army Air Force Exchange Service
DoD MWR Annual Survey (Army, Airforce, Marine, Navy)

Department of Homeland Security

Federal Emergency Management Administration
Citizenship and Immigration Service (eVerify)

Department of the Treasury

United States Mint
Internal Revenue Service
Financial Crimes Enforcement Network

Department of State

Bureau of Consular Affairs

Department of Transportation

Federal Aviation Administration

Department of Commerce

National Oceanic and Atmospheric Administration
National Weather Service

Department of Agriculture

Forest Service
Farm Service Agency
Natural Resources Conservation Service
Economic Research Service
Agricultural Marketing Service
Food Safety Inspection Service
Rural Development

Department of the Interior

National Recreation Reservation Service
Federal Consulting Group
National Parks Service

Department of Housing and Urban Development

Among the Federal Independent Agencies that CFI Group has worked with:

- Small Business Administration
- Pension Benefit Guaranty Corporation
- Securities and Exchange Commission
- Federal Trade Commission
- National Atmospheric and Space Administration
- Corporation for Community and National Service
- Railroad Retirement Board