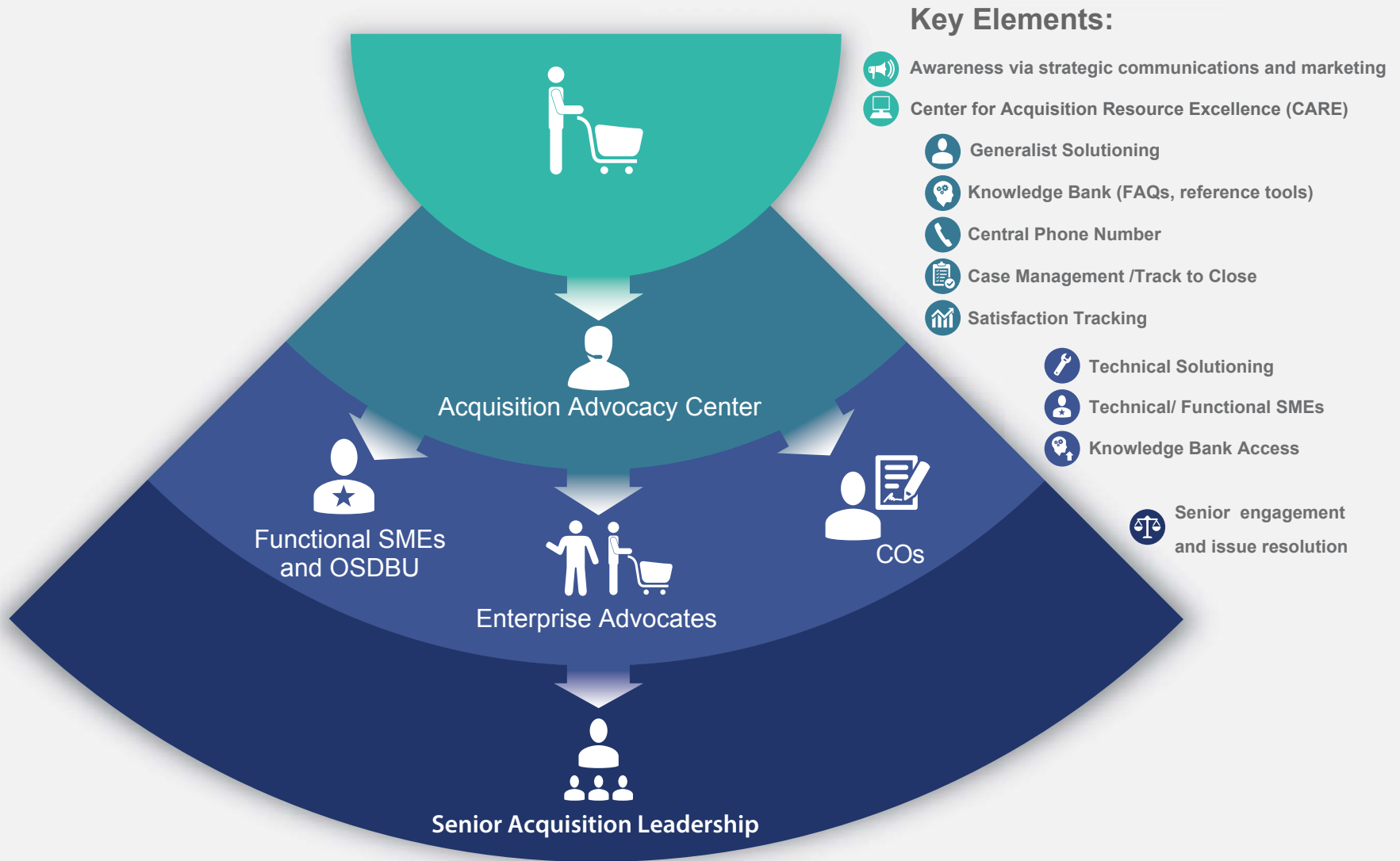


Customer Advocacy and Vendor Advisory Service (CAVAS)

Giving a personalized advocacy and assistance experience, backed by a structured process



Key Elements:

- Awareness via strategic communications and marketing
- Center for Acquisition Resource Excellence (CARE)
- Generalist Solutioning
- Knowledge Bank (FAQs, reference tools)
- Central Phone Number
- Case Management /Track to Close
- Satisfaction Tracking
- Technical Solutioning
- Technical/ Functional SMEs
- Knowledge Bank Access
- Senior engagement and issue resolution