**RHYBUS**
CHANGE MADE EASY

Customer Success Story
**USAF Financial Management**

# U.S. Air Force Streamlines FM Customer Service With Modern Online Portal

## Tailored Customer Service Solution Delivers Rapid Results

Air Force Financial Management (FM) is responsible for providing resources, decision support, and financial services to support the Air Force mission. With a goal of supporting agility through innovation, FM is dedicated to providing superior customer service to the Airmen and Commanders they serve. In recent years, this meant replacing the in-person and email-based customer service process for the Comptroller Squadrons with a modern customer service solution.

In order to resolve financial issues, Air Force personnel had to queue in-person at their servicing Comptroller Squadron (CPTS) or email with a customer service technician. Customer inquiries were tracked manually, with no visibility to monitor, analyze, or collaborate on customer support or to notify customers if an item was returned or if further action was required. This manual process was labor intensive and took time away from customer inquiry resolution.

Following a strategic objective to improve customer service, Nyle Smith, then a Financial Management Chief Master Sergeant, began searching for a modernized, trackable customer service platform. After researching options, Air Force FM approached Rhybus for their RhyBus workflow solution, which was already customized and deployed on top of existing SharePoint environments across several Federal agencies.

Rhybus worked in close partnership with the Air Force to create, test and deploy the Comptroller Services Portal (CSP). When faced with the urgent needs to shift away from in-person customer service during the global COVID-19 pandemic, Rhybus helped accelerate the project to support Air Force Finance operations. Today, the CSP has over 145,000 active users and is responsible for managing and resolving over 327,000 customer inquiries to date.

> *"Rhybus project leadership exerted significant effort to support a very aggressive timeline, which was ultimately successful, resulting in the full deployment of the application across the Regular Air Force in just months."*
>
> **Jessie Hight,**
> **Supervisory Contracting Officer, Air Force**

### The Rhybus Difference

- **0-3 Day Inquiry Resolution From 15-30 Days**
- **35,000+ monthly support tickets resolved**
- **145,000 active users**

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## Improved Comptroller Customer Service

With the additional pressure of the COVID-19 pandemic, it was clear that Air Force users needed an online platform to receive assistance from their CPTS for help with travel pay, military pay, and civilian pay as well as to assist unit resource advisers and cost center managers seeking help with accounting and budget. Equally, the Air Force needed a way for comptroller squadron technicians to assist customers from any location or to work collaboratively to deliver better, faster, and more accurate services.

After working closely with Rhybus on storyboards, and soliciting early user feedback, the Air Force created an online Comptroller Services Portal (CSP) that works within SharePoint. The CSP has two parts: an external facing portal for customers to find solutions to common questions or to submit inquiries, and an internal facing dashboard to respond to inquiries and provide Quality Assurance (QA) analytics.

The CSP allows Airmen to submit and track financial inquiries on a fully secure system, available to all Air Force users with a common access card. The system walks customers through the type of inquiry, prompting inclusion of appropriate documents to support each type of query. Once a ticket is submitted, the CSP automatically notifies customers every time a technician works on their query. If further documents are required, users are notified to upload documents directly through the portal's Customer Action Required feature.

Due to the complexity of many requests, the average support inquiry used to take 15-30 calendar days to resolve, with packages returned for additional action or documentation and delays associated with inefficient in-person, paper, and email-based processes. With CSP, customer packages are reviewed within 24 hours and completed with additional documents between 0-3 days. CSP also provided the ability to flag customers to help prioritize the customer service queue for urgent and time-sensitive issues.

"CSP demystifies and streamlines our financial processes," notes Capt. Carly Serratore, Secretary of the former Air Force of Financial Management CSP program manager, "It gives the customer control and transparency over their pay on the same user-friendly platform, regardless of where they're stationed."

> *"The CSP receives regular positive feedback from customers for being extremely intuitive and easy to use."*

Today, CSP organizes all related documentation and customer service history related to each ticket, making it easier and faster to service each customer and allow technicians to work collaboratively to support customer service needs. "Having all the information in one place has been very beneficial because we spend less time searching for information, and more time working the request," said Mark Richburg, 66 CPTS financial management specialist.

As noted by Master Sergeant Daniel Welker, 375th CPTS financial operations flight chief, the CSP "provide[s] leadership oversight and allow[s] reassignment of inquiries without requiring a technician to check multiple avenues to be spun up on the situation. The program allows for finance to distribute inquiries to a specific section for resolution. Consolidating inquiry correspondence builds continuity for resolution of an inquiry."

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## Powerful Analytics to Support Financial Leadership

The previous customer service process was non-standard and not well documented, spread across SharePoint, email, and even paper. Without central management, there was no way to track basic QA metrics or to ensure customer service was performing to internal standards. Further, leadership lacked visibility over improper payments, pay timeliness, or to review the audit logs associated with customer support.

> *"The quality of services provided by Rhybus has consistently exceeded expectations. The CSP was the best tool - and best rollout - in decades."*
>
> **Jessie Hight, Supervisory Contracting Officer, Air Force**

The CSP allows finance leaders to run a myriad of analytics and trend analysis on customer service and payment data. The data allows FM to identify why customers are seeking help and how often they are requesting assistance. FM leadership can identify training needs and develop targeted training to improve customer service.

CSP provides an accurate view of the actual customer service workload at each CPTS. FM leaders can use this data to distribute manpower based on facts versus projecting manning solely based on customer population.

CSP provides data that was previously unavailable to FM leadership to allow them to make informed, actionable decisions. As the review of the project notes, CSP provides "very powerful capabilities that increase the effectiveness of Comptroller Squadron personnel."

## Self-Service Portal Empowers Customers

Customer service interactions take time, whether over email, in-person, phone, or through a portal. Today, customers appreciate the instant satisfaction of being able to seek out and find answers to their questions. To improve the customer service process, the Air Force FM built self-service content into the CSP to allow customers to quickly find answers to common questions or to put together a more complete inquiry, with the right documentation, to allow tickets to be resolved faster.

Air Force FM can leverage powerful analytics to improve insight into common questions, gradually adding to the resources available in the self-service library. Resources are provided with quick links, knowledge articles, and frequently asked questions to support customers in finding answers without the need to submit an inquiry.

Self-service reduces the volume of customer service inquiries and is one of the contributing factors to the 0-3 business day resolution of inquiries.

Have an idea for your Federal agency? Rhybus is your partner for success.

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