



As a trusted partner, InterVision has played a strong role in EDD's success and is pleased to see EDD present on the Public Sector stage at re:Invent.

Come join us as we learn more about how EDD is improving citizen engagement and providing an omnichannel presence to serve constituents where they are.

Wednesday



WPS322 | Driving transformation for California's workforce

AWS
re:Invent

California's Employment Development Department (EDD) administers essential benefit programs such as unemployment insurance, disability insurance, and paid family leave. Serving one of the largest and most diverse populations in the country, EDD collects and disburses billions of dollars annually. This session dives deep on EDDNext, a comprehensive modernization effort to revamp benefit systems and transform the customer and employee experience. From improving self-service and language access with Amazon Connect to migrating a tax system to AWS that collects over \$100 billion annually, learn how EDD is investing in a brighter future for millions of Californians.

Where: MGM Grand | Level 1 | Grand 122

When: Wednesday, Dec 4 | 4:30 PM - 5:30 PM PST

Speakers: Nancy Farias, *Director, Employment Development Department*, Ron Hughes, *Project Director - EDDNext, EDD*, Tony Driver, *Principal Account Executive, Amazon Web Services*, Chris Carter, *Sr Sales Specialist, Amazon Web Services*

- **Session type:** Breakout session
- **Level:** 300 – Advanced
- **Topic:** Business Applications, Migration & Modernization
- **Role:** Business Executive, IT Executive, IT Professional / Technical Manager
- **Industry:** Government
- **Services:** Amazon Connect, Amazon Lex, Amazon Textract
- **Area of interest:** Customer Stories, Public Sector, Innovation & Transformation