ARC Monthly Bulletin April 2018
Valuable information for ARC's customers

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1. ARC's 20th Anniversary

In continuing to recognize and celebrate our 20th Anniversary, we thought you might find some of these facts interesting.

- ARC has 20 years of expertise, more than any other Federal Shared Services Provider.
- ARC is home to over a thousand knowledgeable professionals, many of whom have advanced degrees, or are Certified Public Accountants (CPAs), Certified Government Financial Managers (CGFMs), or Project Management Professionals (PMPs).
- Today, ARC provides Financial Management, Travel, Human Resources, Procurement, and Information Technology services to more than 77 Federal customers who in turn support more than 22,000 Federal employees.
- Since ARC's success is dependent on customer satisfaction, customer service drives all aspects of operations and interactions. ARC's goal is to deliver responsive, customer-focused, cost-effective administrative support so that customers can focus on their mission-critical work. In the latest Customer Satisfaction Survey, customers expressed 97.3% overall satisfaction.
- ARC has a stellar record of supporting customers' clean audit opinions and has supported over 300 financial statement audits for our customers without any reportable findings related to ARC.
- ARC saves its customers money, with current budget pressures, federal agencies can leverage our organization to acquire administrative services more efficiently. One of the greatest benefits of shared services is economies of scale. The consolidation of system upgrades produces economies of scale that reduce costs for each of our customer agencies.

As we look toward the future, our focus will be on enhancing the capabilities of Federal shared services by pursuing technological advancements, implementing business process improvements, and working to improve the overall customer experience. The result will be the delivery of high quality and cost effective services for our customers. We anticipate continued growth, both in the number of Federal customer agencies and in the types of services we will be able to provide.

For additional information, contact Damon Wren at Damon.Wren@Fiscal.Treasury.Gov or 304-480-7166.

2. Association of Government Accountants Professional Development Conference

We will be participating as an exhibitor at the Association of Government Accountants Professional Development (AGA) Conference & Exposition in Orlando from July 22-25. This event always offers opportunities for us to personally interact with our current and potential customers. Details can be found on the AGA website at the following address https://www.agacgfm.org/PDT/PDT-Home.aspx.

For additional information, contact Michael Satterfield at Michael.Satterfield@Fiscal.Treasury.Gov or 304-480-5527.

3. 2018 ARC Shared Services Meeting

Our Shared Services Meeting will be held May 16, 2018 at Constitution Center, 400 7th Street SW, Washington, DC. This year's theme is "Celebrating our History, Investing in our Future." The meeting will include one full day of interactive lectures with a customer feedback session at the end. Our staff will present a variety of accounting topics including functional area operations, upcoming changes, and growth taking place within our organization. Invitations and registration information will be forthcoming in the weeks ahead. Please encourage your internal personnel to attend. We will keep you posted as more event details are finalized and look forward to seeing you there!

For additional information, contact Damon Wren at Damon.Wren@Fiscal.Treasury.Gov or 304-480-7166.

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