



# LEADING VOICES – SUPPORTING CITIZENS WITH VIRTUAL VISITS

## VIDEO TRANSCRIPT

**Rainer:** Thanks, Darren and Greg for joining me today. Darren, to kick us off, can you speak to the hopes and challenges both agencies and citizens face and share a little bit about what we mean by virtual visits?

**Darren:** It's a pleasure to be joining you today. Now, as we have all seen and experienced, one of the things the pandemic did was break down our bias and habits regarding use of video to communicate. And it's almost like this change happened overnight. At the start of the pandemic. We quickly found ourselves discussing how video could be used to maintain contacts and engagement with citizens in critical services. And as governments closed their offices around the world, it was very clear that people either could not or would not catch the bus you to visit government offices, the standard procedures. So therefore, we really double down on our efforts to build this virtual visit solution.

**Rainer:** Totally agreed that covid-19 accelerate the government's digital transformation, the virtual visit being an incredibly powerful way to provide support, especially to our world's most vulnerable population. But looking beyond the pandemic, how will these type of solutions continue to have impact? What are your thoughts on this?

**Greg:** I think the pains of covid with those came some good things. And this is one of those good things that accelerated governments need to innovate and be more advanced and find new ways to add capacity to their workforces. I think over the next several years, what we're going to see is a real thoughtful process of what requires face to face, person to person interaction, what can be done virtually in some circumstances, virtual is preferred. It's more comfortable for people and some circumstances it's not appropriate. So I think it's a big win for the industry that I used to be charged with running, as well as great for the staff, the efficiencies, the savings, the operational savings on transportation and mileage and what we call windshield time. So super excited about it.

**Rainer:** People wonder if this is as good as face to face, and many organizations want to make sure that the human touch isn't lost. Darren, do you want to shed some light with regards to the flexibility of the tool and the application?



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**Darren:** It has become very clear that the virtual visit solution is really cool people's imagination and how to rethink, redesign, recreate processes and ways of working. It's quite clear to us, I've been told, that virtual visits is not just a pandemic thing, it will become the default. One of the new norms that we've talked about there.

**Rainer:** Darren and Greg, thank you for joining me today. This has been a great conversation. And I'm sure that our virtual visit solution will help the public sector to deliver better outcomes for citizens and to increase trust in the services the government provides.

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