



**eGain Achieves FedRAMP Authorization with IRS Sponsorship**

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FedRAMP

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We are delighted to achieve FedRAMP authorization and thank the IRS for sponsoring us.  
**Ashu Roy**  
CEO, eGain

**More Information**  
• [eGain for Government](#)  
• [eGain Product Suite](#)  
• [eGain Innovation in 30 Days](#)

**About eGain**  
At eGain, our mission is to enable, share knowledge to help improve customer experience and reduce agent effort with virtual assistance, self-service, and modern agent desktop tools. Visit [www.eGain.com](#) for more info.

**eGain**

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## Press Release

Thank you for accessing this eGain resource. Carahsoft is the government reseller for eGain solutions.

To learn how to take the next step toward acquiring eGain's technology solutions, please check out the following resources and information:



For additional resources:  
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eGain Corporation, a leading cloud platform provider for customer engagement automation, announced it has achieved authorization from the Federal Risk and Authorization Management Program (FedRAMP). eGain's sponsoring agency is the Internal Revenue Service (IRS). The IRS is modernizing taxpayer experience with eGain's digital-first, knowledge automation solutions.

FedRAMP is a government-wide program that promotes the adoption of secure cloud services across the federal government by providing a standardized approach to security and risk assessment for cloud technologies and federal agencies. It enables government agencies to rapidly leverage mission-enabling, secure, and cost-effective cloud-based solutions.

eGain FedRAMP solution uniquely enables government agencies to easily deliver digital-first experiences at scale – powered by AI, knowledge, and analytics. No other provider offers as comprehensive a set of product capabilities on an open, secure cloud platform as eGain does to digitally transform citizen experiences and empower associates.

“We are delighted to achieve FedRAMP authorization and thank the IRS for sponsoring us,” said Ashu Roy, eGain CEO. “Digitalization of government is a priority for the Biden administration and we look forward to partnering with innovative agencies like the IRS in this mission.”

## More information

- [eGain FedRAMP Listing](#)
- [eGain for Government](#)
- [eGain Product Suite](#)
- [eGain Innovation in 30 Days™](#)

## About eGain

Infused with AI and analytics, eGain Knowledge Hub improves customer experience and reduces agent effort with virtual assistance, self-service, and modern agent desktop tools. Visit [www.eGain.com](http://www.eGain.com) for more info.

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