

carahsoft®



Deliver Faster, More Accessible Digital Services with Glance Guided CX for SLED

Thank you for your interest
in exploring this content.

Carahsoft is the **Trusted Government IT Solutions Provider**® supporting a broad portfolio of industry-leading technologies through NASPO ValuePoint and a wide range of other contract vehicles.

As the **Master Government Aggregator**®, Carahsoft connects government agencies, industry partners, and technology providers to deliver innovative, mission-focused solutions.

In partnership with Glance, we provide technology solutions that drive modernization, strengthen operations, and ensure compliance with evolving government standards.



To learn more about how Carahsoft can support your technology needs, please visit carahsoft.com



Explore More Resources:
carah.io/glanceresources



Join Events & Webinars:
carah.io/events



Discover Technology Solutions:
carah.io/glance



Learn About Procurement:
carah.io/glancecontracts



Connect With Our Team:
glance@carahsoft.com
(833) 478-1740



INDUSTRY SPOTLIGHT: SLED

Deliver faster, more accessible digital services with Glance Guided CX for SLED

For over 20 years, the world's largest and most security-conscious organizations have trusted Glance to transform "do it yourself" into "do it together" by powering human connections inside websites, portals, and mobile applications in moments that matter.

Create accessible, secure, and citizen-friendly digital experiences while balancing efficiency with human support.

Easy for everyone, works everywhere

Launch Glance from any employee desktop solution to instantly connect with citizens, students, residents, employees, or constituents in your portals, apps, or websites.

Start from anywhere, switch seamlessly

Use existing communication channels, including routing and escalations, to start collaborating from any interaction with capabilities such as:

- Cobrowse
- Mobile app share
- Screen share
- Secure document share
- Live one-, two-, or multi-way video
- Mobile camera share

Proven enterprise-grade security and scale

Glance adheres to rigorous privacy and security protocols, undergoes annual compliance audits, and is trusted by organizations with strict accessibility, compliance, and governance requirements.

Glance enables teams to deliver in-the-moment guidance to help users:

Complete benefit, licensing, or permit applications

Navigate student enrollment and financial aid processes

Access unemployment or social service portals

Resolve tax, billing, or payment questions

Support virtual DMV and municipal service interactions

Guide citizens through identity verification and document submission

Improve accessibility for users who need live assistance online



How SLED organizations improve digital experiences with Glance

State agencies deliver connected digital support across services

A state Department of Administrative Services uses Glance across multiple digital properties, including tax filing, job services, and business services portals, ensuring citizens can quickly get help when and where they need it.

Outcomes

More connected citizen experiences across agencies, reduced frustration navigating online systems, and improved completion of digital transactions.



One of the nation's largest DMVs reduces abandoned transactions

A major state DMV uses Glance to guide residents through vehicle registrations and online license renewals in real time, helping citizens complete tasks that are often confusing or time-sensitive.

Outcomes

Reduced abandoned transactions, lower support effort, and smoother online renewal experiences for residents.

Major metropolitan city simplifies online business services

A large city government relies on Glance to help business owners set up accounts, manage payments, and schedule inspections through its online portal, reducing friction in high-volume digital interactions.

Outcomes

Easier navigation of city services, improved business portal experiences, and fewer support escalations.



Outcomes from industry-leading brands

20%
reduction
in AHT

10%
Boost in
FCR

18%
increase in
NPS

20%
higher
CSAT

60%
reduction in
sales cycle time

40%
boost in lead
conversion rate

97%
satisfaction
rating

394%
return on
investment



Glance Guided CX™ helps enterprises earn, keep, and grow customers through instant, personal, human-to-human collaboration sessions within their mobile apps, portals, and websites. Glance is easy for everyone and works on any platform or device.

Contact Us
hello@glance.cx
glance.cx

The world's most recognizable brands trust Glance in moments that matter to build relationships, increase revenue, and boost customer lifetime value. Discover how to create wow-worthy human CX at <http://www.glance.cx>.