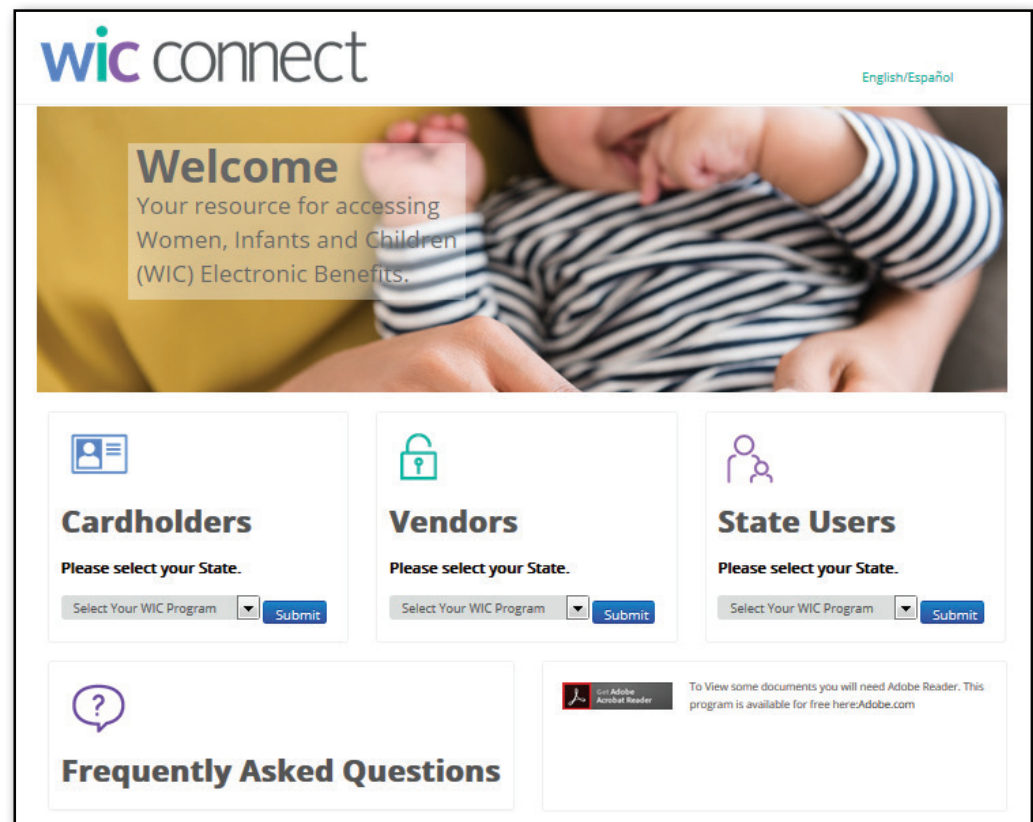# Greater Flexibility and Configurability With Multi-Tenant WIC Connect

Solution benefits

- Configurability of all relevant functionality so minimal development is required for new customers

- Lower cost of implementation

- Faster implementation with fewer complications

- True cost sharing environment for enhancements, providing value to individual WIC programs and the WIC user group

- Salad bar type configurability allowing WIC Agencies to take the functionality they want while disabling what they don't want, all without code changes

- The multi-tenant nature of the solution also reduces hardware costs

- Existing legacy customers are encouraged to speak further with their project managers regarding a timeline to transfer to WIC Connect so that they can take advantages of the associated benefits

WIC Connect Portal
The design of www.wicconnect.com enables all users to access one site for all their program needs.

Building on our proven technology for helping you deliver WIC EBT, we now offer our configurable WIC Connect multi-tenant solution built on EPPIC, our proprietary processing platform.

System Overview
Want better flexibility to serve the WIC EBT participants that rely on your services? WIC Connect is the next generation of the Conduent WIC EBT solution built on the EPPIC platform deployed in our highly successful WIC EBT implementations – now including an enhanced administrative and configuration layer as well more robust infrastructure.

Each WIC agency is a tenant and each tenant has the ability to customize parts of the application. Customization components are considered configurable for each tenant. Any configurable feature or rule is available to all tenants. (Customizing application code for new functionality may incur additional cost.)

As new product features are built into WIC Connect via product enhancement, customer contract requirements, or customer-funded enhancements, those new features will be designed as configurable to allow them to be "turned on" for other tenants who wish to use the feature.

From a capacity planning perspective, a separate EBT transaction server will accompany the WIC Connect Solution. This drives system usage away from the primary application and allows the transaction volume to be managed outside of WIC Connect. In the event of a system interruption in WIC Connect (e.g. interface, Admin Terminal or Portals), the transaction server continues operations so that cardholder redemption transactions are not impacted. This separate service also allows Conduent the flexibility to scale up or down based on the load capacity required to support the onboarding of new WIC customers.

This transaction server configuration has been proven stable and effective in our EBT SNAP implementations and is now available for WIC EBT.

Track Record

The technology and multi-tenant approach utilized for WIC Connect is based directly on our prior success in our prepaid debit card space where our legacy programs were migrated to a single multi-tenant solution known as Way2Go. The Way2Go Card solution serves more than 12 million cardholders nationwide and includes more than 175,000 cardholders in the State of Tennessee for redemption of critical services such as Unemployment Insurance, child support and state payroll.

CONDUENT