



Financial Operations

For Modern Government Programs

MODERNIZE HOW PUBLIC FUNDS ARE ISSUED, MANAGED, AND PROTECTED









Government agencies face increasing pressure to deliver benefits faster, improve financial accountability, reduce fraud, and provide seamless digital experiences. Yet many programs continue to rely on fragmented payment systems, manual reconciliation processes, and disconnected financial operations.

CITI's **Financial Operations Platform** helps agencies modernize the complete lifecycle of public funds—from benefit issuance and provider payments to reconciliation, fraud monitoring, and compliance reporting.

CHALLENGES	BENEFITS	CITI SOLUTIONS
Siloed Systems	Holistic View & Streamlined Processes	Unified Financial Platform
Manual Reconciliation	Lower Administrative Costs	Automated Reconciliation
Fraud & Improper Payments	Reduced Financial Risk	Fraud Monitoring & Analytics
Complex Disbursements	Faster Payments	Multi-Channel Payments
Compliance Burden	Audit Readiness	Compliance-Ready Architecture
Limited Access	Better Customer Satisfaction	Self-Service Portals & Apps
Multiple Vendors	Single Accountability	End-to-End Managed Services
Disconnected Operations	Improved Program Outcomes	Program-to-Payment Integration

PURPOSE-BUILT FOR GOVERNMENT PROGRAMS

Built on decades of experience supporting public assistance, child care, workforce, and health and human services programs, CITI helps agencies connect program administration with financial operations to improve outcomes and accountability across multiple programs and services.

 <p>Child Care Subsidies & Provider Payments</p>	 <p>Summer EBT & Public Assistance</p>	 <p>Medicaid & Healthcare Programs</p>	 <p>College Payments, Tuition Fees, 529 Savings Plan</p>	 <p>Utility Bills, Toll Collection, & Meter Payments</p>	 <p>Insurance Claims & Premium Payments</p>	 <p>Real Estate EMI & Rent Payments</p>	 <p>Grants, Loans & Financial Assistance</p>
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CORE CAPABILITIES

Payment Operations

Secure ACH, EFT, digital wallet, card, and provider payment management.

Benefit Distribution & EBT

Support for benefit issuance, cardholder services, customer support, and transaction management.

Financial Reconciliation

Automated multi-program, multi-ledger reconciliation with audit-ready reporting.

Fraud & Program Integrity

Transaction monitoring, anomaly detection, and proactive risk management.

Reporting & Compliance

Real-time dashboards, federal reporting, audit support, and financial analytics.

FLEXIBLE SERVICE MODELS

Technology Solutions

Modern cloud-based financial operations platform and integrations.

Managed Services

Payment operations, card operations, fraud monitoring, and customer support.

Modernization Services

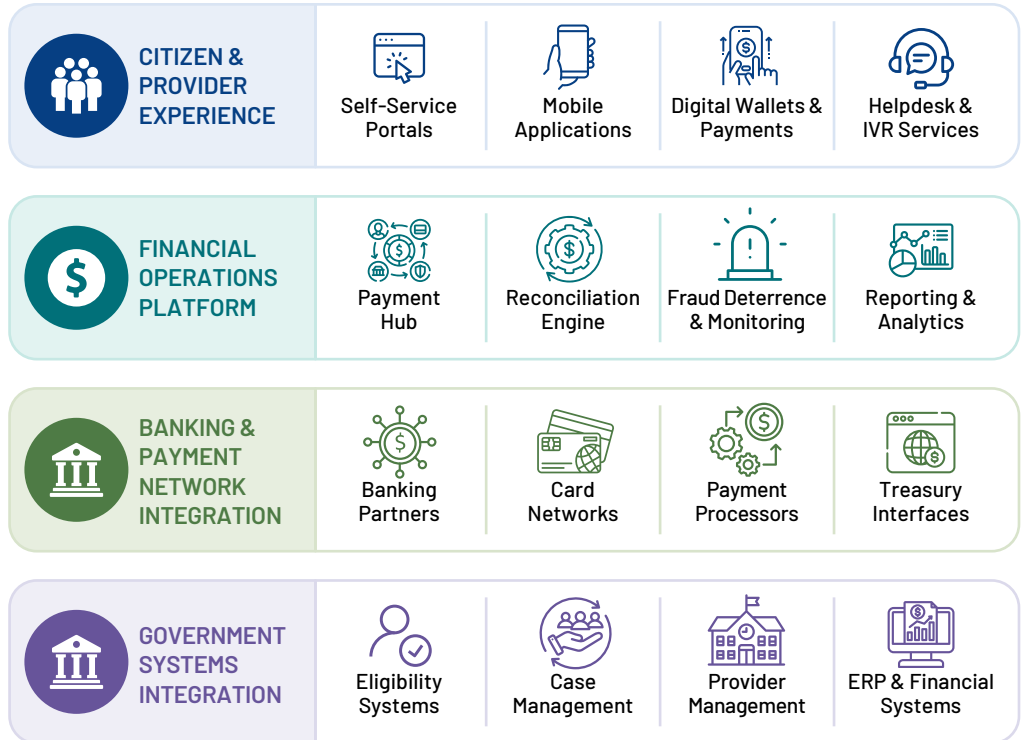
Program assessment, implementation, migration, and operational transformation.

SECURITY & COMPLIANCE

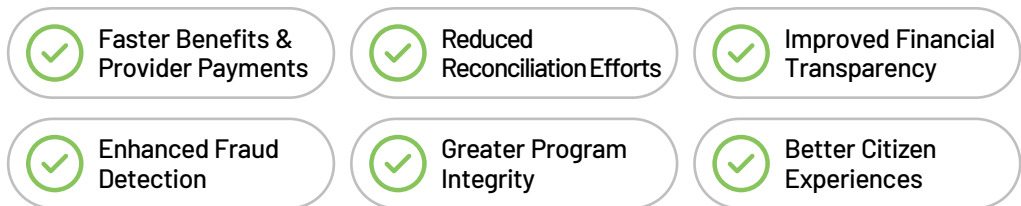
- > PCI DSS
- > NIST Cybersecurity Framework
- > FISMA-Aligned Security Controls
- > SOC 2 Practices
- > Know Your Customer (KYC) Support
- > Section 508 & WCAG Accessibility
- > Anti-Money Laundering (AML)
- > Bank Secrecy Act (BSA)
- > Other Data Privacy & Protection Standards (GDPR, CCPA, etc.)

END-TO-END FINANCIAL OPERATIONS ECOSYSTEM

A unified ecosystem that connects citizens, providers, payment networks, financial institutions, and government systems to streamline fund distribution, automate reconciliation, strengthen fraud prevention, and improve financial accountability across every stage of program delivery



DELIVERING MEASURABLE OUTCOMES



Financial Operations. Government Expertise. Trusted Results.

Email us at sales@citi-us.com for a free demo and consultation by our experts.



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About CITI: Established in 1996 and headquartered in Falls Church, VA, CITI has offices located in the United States, India, and Canada. CITI is a diverse organization filled with talented IT, subject matter experts, and certified business professionals. We are certified in ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2013, CMMI DEV Maturity Level 3 for services, and CMMI DEV Maturity Level 5 for development. As a Microsoft Gold Partner, we specialize in the creative use of agile methods and emerging technologies. CITI offers a full portfolio of IT solutions, products, and services. Our offices include a state-of-the-art development integration lab and testing facility, where we both develop systems and explore advanced technologies on behalf of our customers and the communities we serve. We have successfully architected, designed, developed, and implemented cutting-edge solutions for federal, state, and local agencies, as well as countless commercial customers in the U.S. and other parts of the world – positioning ourselves as a thought leader in IT Services.