

Application: 4648

## CVP Franklin: The GenAI Powerhouse Built for the Federal Government

### Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

### Name of Organization/Company

Customer Value Partners (CVP)

### Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

### Page: Entry Information

### Entry Title

CVP Franklin: The GenAI Powerhouse Built for the Federal Government

### Category

N05. New Product of the Year - Government Technology

### New Product Submission Format

Written Answers

### a. Briefly describe the organization that developed the nominated new product: its history and past performance (up to 200 words). Required

Founded in 2003, Customer Value Partners (CVP) is a leading healthcare and next-gen technology consulting company helping public sector clients solve critical challenges, achieve lasting transformation, and build a healthy, safe, and equitable world.

CVP's synergistic capabilities include Health Research & Technology, Digital Modernization, Data Science, Business Transformation, Cybersecurity, Customer Experience, Communications, and Change Management. Dedicated to serving the public, the firm supports agencies across the federal government with the majority of its work in the Departments of Health and Human Services, Veterans Affairs, Agriculture, Homeland Security, and State.

CVP's approach to innovation is customer-centric: its NextLabs R&D team builds mission-enabling technology accelerators designed to solve real-world problems with a focus on flexibility, functionality, compliance, security, and alignment with government mandates. With an integrated approach to building and executing evidence-based, outcome-focused solutions, the firm has built a strong reputation for helping clients transform the way they do business to better achieve their missions.

CVP's strong culture of mutual respect, accountability, and integrity drives its success, demonstrated through exceptional CPAR ratings, nearly 100% recomplete rate, unwavering client satisfaction, and countless industry and innovation awards—including 11 years on the Inc. 5000.

### b. Specify the date on which this nominated product was introduced to the marketplace. Outline the nominated product's features, functions, benefits and novelty (up to 250 words). Required

On April 2, 2024, CVP launched Franklin™—a suite of GenAI products built to meet unique government constraints and satisfy demands for safe and reliable AI. Franklin stands out in a crowded field as a trustworthy, customizable tool combining cutting-edge technologies into a modular platform that supports several systems integrations and uses a patent-pending hallucination-mitigation solution to deliver reliable information to users.

Franklin's flexible hosting, data controls, and segmented, curated knowledge base mitigate the security and reliability risks associated with GenAI. Key features include customizable apps that integrate with existing tech stacks, hallucination mitigation, and a robust security framework derived from GAO, NIST, and AI best practices. Franklin is ATO-ready and meets or exceeds NIST 800-53 requirements. It can be hosted in CVP's dedicated cloud enclave or in the client's environment, protected by agency firewalls.

CVP's initial product offering is transforming government operations:

- FranklinCHAT increases employee productivity and efficacy by automating routine tasks, facilitating collaboration, and providing actionable insights—saving employees ~2.1 hours daily
- FranklinEXPERT provides accurate answers to complex queries, reducing customer wait times by 98%, handling times by 75%, and agent-related costs by 93%—all while improving QA scores
- FranklinANALYST reviews large volumes of non-standardized, complex documents 99.8% faster than humans, increasing accuracy and freeing up valuable time
- FranklinDEV streamlines the software development lifecycle without compromising accuracy, security, or data privacy—reducing the time required to create, test, and deploy code from weeks to mere minutes, saving 99.75% in developer-related costs

**c. Explain why the nominated product is unique or significant. If possible compare the product to competitors' offerings and/or to the organization's other or past products (up to 250 words). Required**

With the world caught up in the hype of GenAI, CVP knew that solving real problems for government clients would require thoughtful, deliberate innovation. When the firm started building Franklin, it envisioned a suite of tools that would meet unique government requirements, integrate with existing technologies, and give federal leaders peace of mind when using industry-leading GenAI solutions to achieve better outcomes.

Franklin is already demonstrating value and impact across the federal landscape. Here's one example:

CVP built a customized FranklinANALYST app—ComplianceChecker—to speed up Medicaid documentation review and improve compliance with state and federal reporting requirements. Using prompt-engineering and a multi-pass strategy, it reads 200 words per second, improves document accuracy, and validates data integrity. This reliable and adaptable automation provides greater accuracy and efficiency of program oversight and saves time and money, helping more citizens receive the high-quality programs and coverage they need to thrive.

From the outset, Franklin was purpose-built to do precisely what the federal government needs, and nothing that it doesn't. It solves for existing challenges, closes critical gaps, frees up resources, and maximizes impact—securely and reliably.

Mainstream tools like ChatGPT, Google Gemini, or Anthropic Claude—which struggle with security, guardrails, and hallucinations—don't work for federal government. Franklin does. By prioritizing customization, accuracy, functionality, compliance, security, and alignment with government mandates, Franklin delivers on the promise of GenAI in the federal sector — providing federal agencies with the tools they need to drive innovation, improve existing infrastructure, and transform mission-critical operations.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

**Franklin PowerPoint**

This presentation introduces customers to the Franklin suite. It details use cases, ROI, security framework, and competitor analysis, showcasing the ways Franklin's targeted solutions enhance federal operations through real-world applications with quantifiable benefits.

**Franklin One-Pager**

This one-pager provides a concise yet thorough overview of the Franklin suite, describing key features, benefits, and ROI at a glance. Designed for clients and partners, it offers a digestible introduction to the Franklin product suite.

**Franklin Website**

Visit [hellofranklin.com](https://hellofranklin.com/) to learn more about the Franklin suite. The site features product descriptions, real-world use cases, and insights into how Franklin transforms federal government operations through innovative GenAI solutions.

**Blog: From Hype to Reality: Navigating GenAI Hallucinations**

Explore the blog to understand how CVP addressed the challenges and risks of GenAI. The blog discusses Franklin's patent-pending anti-hallucination solution, ensuring reliable and trustworthy AI outputs for federal use.

**Franklin Press Release**

Read CVP's press release to learn about the launch of Franklin and its impact on federal operations. The release highlights the product suite's development, purpose, and benefits to government operations.

**Webpage Link**

<https://hellofranklin.com/> (<https://hellofranklin.com/>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://www.cvpcorp.com/from-hype-to-reality-navigating-genai-hallucinations> (<https://www.cvpcorp.com/from-hype-to-reality-navigating-genai-hallucinations>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 3**

<https://www.pmnwswire.com/news-releases/cvp-launches-franklin-a-genai-technology-accelerator-built-to-meet-the-needs-of-the-federal-government-302106306.html> (<https://www.pmnwswire.com/news-releases/cvp-launches-franklin-a-genai-technology-accelerator-built-to-meet-the-needs-of-the-federal-government-302106306.html>)

**Would you like to add an additional webpage link?**

**Supporting Document**

Download File ([https://stevies-tech.secure-platform.com/file/67594/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWZpYUlkIjo2ZmZlU5NCwiYWxsb3dOb3RtaWduZWRVcmwiOiJGYWxzZSIsImNm9xaUdPMhV55a83O0mlz-4f2Wpj0?Franklin\\_Executive\\_Overview\\_ForStevie.pdf](https://stevies-tech.secure-platform.com/file/67594/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWZpYUlkIjo2ZmZlU5NCwiYWxsb3dOb3RtaWduZWRVcmwiOiJGYWxzZSIsImNm9xaUdPMhV55a83O0mlz-4f2Wpj0?Franklin_Executive_Overview_ForStevie.pdf))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 2**

Download File ([https://stevies-tech.secure-platform.com/file/67595/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjo2NzU5NSwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6Imlnbn98h4fv4l3G5DzQkgeiw?CVP\\_Franklin\\_20240424.pdf](https://stevies-tech.secure-platform.com/file/67595/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjo2NzU5NSwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6Imlnbn98h4fv4l3G5DzQkgeiw?CVP_Franklin_20240424.pdf))

**Would you like to add an additional supporting document?**

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition (<https://www.asia.stevieawards.com/rules-and-terms-conditions-competition>).

**Terms and Conditions**

I Agree