



Deloitte Pension Administration Solution

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Pension Administration

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Capture

IBM FileNet Content Manager

IBM FileNet Image Services

Business Challenge

Public retirement systems play a vital role in the lives of hundreds of thousands of people across the country. Of course, administering billions of dollars in funds and managing increasing numbers of members can be challenging, especially in an era in which customers demand higher and higher levels of service. Many retirement systems are unable to meet the challenge with their current legacy infrastructures due to inefficient manual and paper-intensive processes and vendors that are unable to support these systems. As increasing numbers of baby boomers join the ranks of the retired, public pension organizations need to streamline their retirement system processes to meet the growing service demands.

Solution

Deloitte's Pension Administration Solution (DPAS) is an integrated public pension information management system that is flexible and customizable to the unique business needs of individual public pension organizations while leveraging existing technology investments and tools. The foundation of the system is its Core Pension Management Services,

which integrates nine modules that perform the primary business processes associated with operating a public pension fund. Services are customized subsystems tailored to the specific business and technical requirements of each client, including:

- Defined benefit calculations
- Benefit payments
- Miscellaneous transactions
- Member maintenance
- Contribution accounting
- Customer service
- Employer maintenance
- Refund processing
- Defined contribution processing
- Automated business process management

DPAS uses a set of predefined system design templates, including data models, class and state diagrams, graphical user interface models, and software architecture, to accelerate the delivery of these services. In addition, a single search and view capability provides access to content irrespective of its nature and location in the IBM repository. DPAS also provides seamless integration with line of business and context-aware



bi-directional navigation, enhancing a user's experience and productivity. Business events, such as death of a retiree or committal of a scanned retirement application, automatically initiate appropriate business processes.



Value Proposition

DPAS provides integration between business applications, the content management system and the workflow engine. This tightly coupled approach reduces process fragmentation and greatly improves operational efficiency while simultaneously improving the delivery of customer service. Deloitte's Pension Administration Solution provides pension administrators with:

- A single search and view capability to access content irrespective of its nature and location in the IBM repository
- Seamless integration with lines of business for context aware bi-directional navigation
- Workflow integration for seamless navigation to the correct LOB screen
- Correspondence integration either via batch or on an ad hoc basis into the IBM repository

Company Description

Deloitte provides strategic consulting, application services, technology solutions and managed services to Global 2000 companies and government organizations. We help customers achieve results by identifying mission critical issues and implementing innovative and customized solutions designed to generate revenue, reduce costs and access the right information at the right time.

For more information, please contact:

Jim Constertina

847-903-8605

jconstertina@deloitte.com

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IBM
3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

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