Deloitte
Unemployment Framework for Automated Claim and Tax Services (uFACTS)

Partner Solution

- **Target Industry**
  Government

- **Business Applications**
  Benefits Services
  Tax Services
  Integration Services
  Administrative Services

- **Products**
  IBM FileNet Business
  Process Manager
  IBM FileNet Content Manager
  IBM FileNet Image Manager

Business Challenge

Over the past few years, most government agencies that are responsible for Unemployment Insurance (UI) have used federal funding to develop Web-based interfaces to existing legacy systems. However, analysis of current systems shows they are now limited by the technology of their back-end, legacy systems. This technology prohibits the integration of processes and sharing of data across the enterprise.

The effectiveness of their customer-facing initiatives has also been severely limited by the constraints of their core systems. This can be seen by examining an agency's Tier I and II Performance Measures, which may show a passing performance in many areas, but indicate a downward trend over the last three years as the workload increases. What's more, current operating budgets simply cannot sustain the number of employees necessary to properly support UI programs. As a result, workforce attrition will soon mandate a fully integrated tax and benefits system that delivers significant operational and functional benefits.

Solution

To meet the real-world needs of state agencies working with unemployment benefits, Deloitte has developed the Unemployment Framework for Automated Claim and Tax Services, or uFACTS. It provides a business specific development framework that combines the fast implementation benefits of off-the-shelf solutions with the flexibility of a customized solution that can address specific business challenges. uFACTS, working in tandem with IBM Enterprise Content Management (ECM), is built upon a basic foundation of functionality that helps state agencies address their unemployment insurance program challenges.

uFACTS provides a solution that is built on proven best practices to address your core business needs, and a flexible framework that can be tailored to your specific requirements. Together, uFACTS and IBM ECM enable state government agencies to realize significant benefits across:

Core Benefits Services

- Entities: Maintain claimant information

- Wages: Track and manage wage detail

- Separations: Manage separation events that can result in a claim

- Claim Processing: Collect and maintain initial claim information

- Payment: Manage payments owed and produce payment to individual

- Eligibility: Determine level and duration of benefits for each claim type

- Modifications: Recalculate claim based on changes in environment
- Issues/Appeal: Track issues and appeals

Core Tax Services

- Quarterly Reporting: Manage collection of quarterly tax and wage reports
- Report Audit: Calculate and process electronic payments
- Account Status: Track the status of an employer account
- Rate Determination: Manage employer's rating related to benefit claim history
- Delinquency: Track delinquent tax liabilities and payments processed against them
- Collections: Track collections activities to recover delinquent tax liabilities

Integration Services

- ICON: Submit/retrieve requests from other state workforce agencies
- Imaging Integration: Integrate required documents into the application
- Workflow Integration: Integrated processing of workflow tasks
- Interfaces: Provide real-time or batch processing between multiple systems

Administrative Services

- Correspondence: Create, store and maintain Word templates for easy correspondence
- Administration: Create and maintain records
- Management Reporting: Provide management reports

Value Proposition

Deloitte's uFACTS delivers significant benefits to state unemployment insurance government agencies, allowing them to quickly develop solutions that, in turn, produce marked improvements throughout the organization. With uFACTS and IBM ECM, these agencies can:

- Do more with less – Even with a smaller headcount, agencies can remove inefficiencies from internal processes and improve overall productivity at a lower cost

- Raise efficiency – The document handling process is vastly improved as all information is available to approved employees from any location

- Make better decisions – With the right information at their fingertips, employees can make fast, accurate decisions

- Improve customer satisfaction – Faster response times, more service options, and better access to information leads to more satisfied constituents

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