IBM Information Management software

enChoice (fka ICI Solutions, Inc.) KwikWork® BPF 4Retirement Administration

Partner Solution

■ **Target Industry**
Government

■ **Business Application**
Retirement Administration

■ **Products**
IBM FileNet Business Activity Monitor
IBM FileNet Business Process Manager
IBM FileNet Capture
IBM FileNet Content Federation Services
IBM FileNet Content Manager
IBM FileNet Content Services
IBM FileNet Document Publisher
IBM FileNet eForms
IBM FileNet Forms Manager
IBM FileNet Image Services
IBM InfoSphere Enterprise Records
IBM InfoSphere Content Collector

Business Challenge

Retirement Administration encapsulates a number of processes that include: servicing application submittals and maintenance (e.g. address changes); purchasing accrued retirement benefits; refunds of overpayment of premiums; eligibility and premium determination; and loan eligibility and processing. All of these functions are driven by low-value manual activities such as paper distribution, copying, routing, data entry, logging, filing and discovery.

These inefficiencies can increase full-time employee (FTE) costs by up to 20-40 percent, degrade customer satisfaction and service level agreements (SLA) and render organizations vulnerable to non-compliance risks and higher legal discovery costs.

Being able to process requests, analyze trends and proactively staff the appropriate processing departments for peak times is paramount to the customer service satisfaction that these processes demand.

Solution

KwikWork BPF 4Retirement Administration is a configurable solution that integrates with existing benefits systems and enables automation through electronic form submission and customer self-servicing. It expedites deployment of processes spanning multiple departments such as Membership Services, Buy Back, Refunds, Retirement Eligibility and Service and Loan Processing. The solution leverages sophisticated business process management (BPM) capabilities to speed the processing of enrollment forms, refunds, benefit estimates, account maintenance, beneficiary changes or length of service credits. Additionally, complex routing and approval rules can be managed by the system rather than manually by the employee.

Rapidly deployable, KwikWork BPF 4Retirement Administration integrates people, processes and content to promote greater process efficiencies and improved customer service levels – all while providing a framework for regulatory compliance. Managing a multitude of ingestion techniques (e.g. paper, digital, EDI, eForms), this solution helps to enable straight-through processing (STP) while providing a single user interface to manage transaction exceptions and manual approvals.

enChoice's solution boasts such features as rules based decision processing, parallel routing, a diary function that facilitates collaboration, redaction and content versioning and an audit trail which encapsulates route locations, decision points and chat logs, enforcing Sarbanes-Oxley regulations. The solution also leverages a unique "point-and-shoot" user interface that is fully configurable and presents the appropriate information and functionality that is required by each department, role or individual.

Value Proposition

KwikWork BPF 4Retirement Administration can improve business processes, dramatically reduce administrative costs and improve cycle times so world-class customer satisfaction can be attained. Increased process visibility enables process bottlenecks to be addressed faster for improved operational efficiency and productivity. Centralized access to all relevant information enables faster, more accurate processing and enhances decision-making, collaboration and customer responsiveness. By eliminating manual processing, KwikWork BPF 4Retirement Administration enables corporations to dedicate more time to higher-value activities, such as specialized determination of benefits, working with entities to improve the enrollment process or providing a more human experience for service retirements all while enhancing market competitiveness.

The solution also helps ensure compliance with the Sarbanes-Oxley Act and other federal and state mandates through the automatic enforcement of information security protocols, analysis of day-to-day business processes and auditing and reporting capabilities. The unique user interface expedites the implementation by removing customization requirements and simplifying user training and technical support of the solution.

Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM Software ValueNet Business Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with KwikWork® "Universal User Interface", and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

Headquartered in Chandler, Arizona, enChoice maintains a regional office in Miami and nationwide sales coverage from locations in New York, Massachusetts, North Carolina, Indiana, Texas, and California.

For more information, please contact:

Wally Bitaut
+1 888 82-IMAGE x145
wbitaut@enchoice.com

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