



HP Enterprise Services CLARETY™ Pension Benefit Administration Framework

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Public Retirement Benefit Administration

■ **Products**

IBM FileNet Business Process Manager

IBM FileNet Content Manager

IBM FileNet eForms

Business Challenge

The management of a Public Employee Retirement System (PERS) is a complex series of processes that requires the capture and management of employee, retiree, beneficiary and employer data across multiple locations and multiple years.

On a daily basis, a PERS organization interfaces with scores of 3rd party investment firms, health insurance companies, hundreds of public employers and possibly thousands of public employees. Stakeholders of PERS organizations expect accurate and complete information as well as the timely distribution of benefits.

Operationally, on any given day, PERS employees manually process, file or retrieve thousands of investment, retirement and health benefit documents. Current environments that are paper-based or require manual file retrieval, overburden limited staff which can result in processing delays of retirement applications, refunds, benefit checks and benefit estimates.

To compound the workload problem, the Baby Boom generation is beginning to retire. Over the next 25 years, the aging and retiring Baby Boomers will continue to increase the pressure

demands of effectively managing member records as well as the timely response of customer service.

Solution

Leveraging IBM Enterprise Content Management technology, HP Enterprise Services has developed the CLARETY™ Pension Benefit Administration Framework solution for PERS organizations.

CLARETY Pension Benefit Administration Framework eliminates an organization's reliance on paper documents and manual processes by enabling users to electronically scan, capture and centrally manage millions of critical documents upon receipt and immediately make them available for use. The system immediately updates each member's folders with newly scanned documents and makes the information accessible online to all appropriate staff members for processing, based on customized business rules and security rights.

The solution's J2EE open architecture enables and supports both parallel and serial routing, improving individual and departmental collaboration across geographically dispersed locations allowing improved processing cycle times and operational efficiency.



Value Proposition

HP Enterprise Services' CLARETY Pension Benefit Administration Framework offers a highly scalable, integrated and robust business solution that enables PERS agencies to achieve greater levels of operational efficiency and productivity, as well as improved levels of customer service.

In addition, by providing automated workflow capabilities and secure, immediate access to thousands of documents in member files, CLARETY Pension Benefit Administration Framework allows agencies to elevate customer service standards – in some cases reducing the time required to address member questions and requests from days to minutes. More than ten states have deployed CLARETY at the enterprise level to achieve the following benefits:

- Automation of paper-intensive and manual processes, to eliminate errors, redundancies and associated administrative costs;
- Integrated workflow to balance employee workloads, speed processing times and to quickly resolve member issues and enable timely decision-making;
- Improved collaboration and access to member files and information, facilitating a higher standard of customer service and faster response times to member requests;
- Advanced J2EE technical architecture to support compliance with regulatory mandates and future IT requirements.

Company Description

HP Enterprise Services provides software and services that underpin essential public functions, such as Public Retirement Benefit Administration, Unemployment Insurance, Health and Human Services, Justice and Public Safety, Tax and Revenue and Infrastructure Technology Outsourcing (ITO). Visit our Website at <http://h10134.www1.hp.com/industries/state>.

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Printed in the USA

08-09

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