

Public Employees Retirement System

Deliver business value with next generation technology platform

Rapidly changing technology and business needs are posing challenges for the retirement system agencies in several ways. The expectations of stakeholders are continuously growing – they want better and faster services, timely responses, and ability to do more anytime, from anywhere through online self-service channel.

The current paper-based manual processes and disjointed systems affects operational efficiencies resulting in longer cycle times to processes information and respond to the members. Many agencies require significant resources and hard-to-find skills to support and maintain their legacy system built years ago. The systems also lack configurability and thus require significant effort to quickly adapting to the changing business needs.

HTC Public Employees Retirement System (PERS)

HTC PERS framework helps retirement service agencies with legacy system modernization, enhancing existing systems for higher operational efficiencies and improves service levels. PERS framework is designed to implement solutions for managing complete life cycle of information pertaining to the employees, retirees, beneficiaries, and employers.

This framework helps streamline the business processes and reduce processing cycle times through automation and leading edge technologies including web 2.0, workflow, imaging and document management, rules engine, analytics and mobile.

HTC's PERS practice group consists of the right mix of technical and retirement system domain skill sets to deliver solutions and services that can meet specific needs.

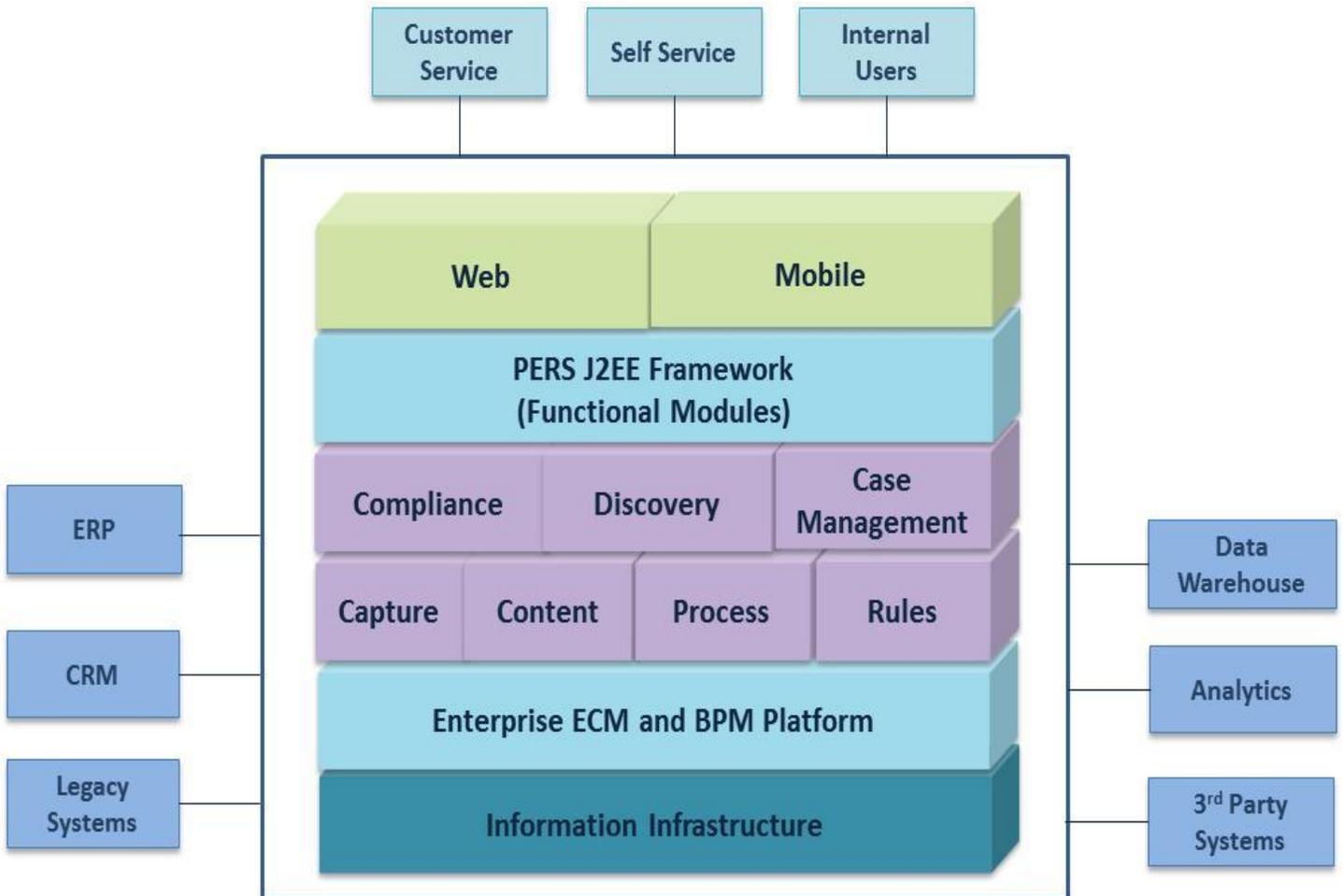
The team can help with assessment of current systems, developing roadmaps for modernization or enhancements and implementing solutions.

Customer Benefits

HTC's PERS solution framework offers highly scalable and modular architecture that can help achieve following benefits:

- Automation of manual, paper based processes to reduce errors and processing costs
- Reduce data and process errors with process standardization and improved process controls and reporting
- Increase productivity and throughput by automating business processes and decisions using intelligent workflows and rules
- Ensure content security and access restrictions in accordance with regulatory mandates
- 360 degree view of documents and data enabling faster processing of requests, decision making, and resolutions
- Improved customer self-service capabilities with multiple contact interfaces, process automation and secured access to the information

HTC PERS Framework



About HTC

HTC Global Services, Inc. (HTC) is a global provider of IT Solutions and Business Process Outsourcing services. HTC has a strong client base of Global 2000 customers. HTC specializes in innovative and cost-effective solutions to shorten the time to market, reduce costs and improve business processes. As a mid-sized IT company with qualified and experienced professionals, HTC is well positioned to provide its customers fast, focused, and emerging IT solutions that maximize return on their IT investments.

HTC is a US based company with corporate headquarters in Troy, Michigan; providing services and solutions at customer locations and at HTC delivery centers located around the world. HTC's process maturity is recognized by its quality certifications: SEI-CMM Level 5, ISO 9001 and ISO 27001.

Reaching out... through IT[®]

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