

# Retirement Services

## Reduce Administration Costs

## While Enhancing Access

Retirement benefits come in all shapes and sizes. Plan sponsors need a reliable, flexible provider who can meet the needs of sponsors, employers and participants alike.



We deliver. Our responsive retirement services can:

- Improve member satisfaction
- Free up government resources for high-value tasks
- Integrate the service components you need into a single-provider solution.

### Superior Solutions for a Challenging Environment

Whether you offer defined contribution (DC) or defined benefit (DB) solutions, your employees count on their retirement benefits to provide income security in their post-employment years. And before retirement begins, employees want to access plan information, make informed decisions about investments, and get their questions answered quickly and accurately.

But providing high-quality retirement services can be a challenge. Held back by legacy systems, scarce resources or inflexible providers, many governments struggle to provide what their plan participants are asking for.

We have a solution. Implementing a total member service program model, we integrate the following:

- Highly effective Web-enabled self-service
- Advanced processing technology
- Needs-specific customer service
- Efficient, easy-to-use account management tools

### The Benefits of a Service Provider

Let's face it: retirement benefits administration isn't a core competency for most governments. Your resources are better spent providing services to constituents – not handling retirement benefits. You could benefit from contracting for services if you:

- Are under budget pressures and threat of program cutbacks
- Use a legacy system more than 10 years old, use multiple disparate systems or lack Web tools
- Want to free up staff from answering routine inquiries to provide more value-added services

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## Our Advantages

By partnering with us, your benefit services can be transformed into more-efficient operations. Specific advantages include:

- 100 percent U.S.-based solution
- Client-centric service delivery model
- Improved service without increased costs
- Increased data accuracy, security and availability
- Access to innovative technologies
- Robust integration of client website, service center, data exchange, vendor management, communications and decision support tools
- Six Sigma process improvements and methodologies

## Our Approach

Our experience-based approach is unique in its focus. We come to understand your scope of services, plan nuances and service delivery expectations. The result: you can count on a solution that's fully customized to your strategy, employees and organization.

We provide:

- Demonstrated success integrating legacy member service platforms with our services
- A high-value solution with little or no upfront cost
- Only the services and technology you need, instead of a single standard-issue offering
- Flexibility to locate operations in your state or city, using local labor markets and hiring local employees
- An integrated database across all programs
- Financial stability of a global, diversified corporation.

## Our Suite of Services

We are unique in the industry when it comes to our administrative and consultative capabilities. We can provide any set of HR services you need, from a system-only solution to replace an outdated platform, to a full-service solution that offloads all retirement-related services and frees you to focus your resources elsewhere. Among the services we provide are:

- Defined Benefit services
- Defined Contribution services
- Health and Welfare benefits services
- Payroll services
- HR administration and information systems
- Time and Scheduling solutions.

## Discover Your HR Solution

With a unique combination of business flexibility, program innovation and operational strength, we help government agencies improve their services, both now and in the future. Contact us today to discuss our capabilities and how we can transform services for your employees.

## Contact Us

[www.xerox.com/governmentservices](http://www.xerox.com/governmentservices)

## About Xerox

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You can learn more about us at [www.xerox.com/businessservices](http://www.xerox.com/businessservices).



## Our Qualifications

- HR and benefit administration services to more than 4 million participants
- 20 years of experience in HR operations management
- 38 years of helping our clients succeed through benefit administration services
- 6,500 dedicated HRO employees
- 19 million web sessions annually
- 3 million telephone contacts annually