



# Struggling with an Outdated Pension Administration System?

Are you coping with disjointed, manual, and inefficient information systems instead of providing your employees and members the world-class customer service they deserve and expect? Is demand for core services, such as retirement estimates and counseling, causing backlogs, seasonal hiring, and service delays? Is the once occasional marriage dissolution, child support attachment, or disability claim now a part of your normal caseload? Are outdated, paper-intensive, complex, and error-prone processes hindering your progress and preventing you from achieving your vision of world-class customer service? Then take control of your future!

## Neospin™, a Browser-Based Pension Administration Solution

Neospin™ is a best-in-class, full-featured pension administration solution that blends the speed and cost benefits of packaged-based software with the flexibility associated with custom-developed software. The real business value of Neospin™ is its ability to adapt to your unique business and technical requirements. Because business rules are easy to understand, simple to modify, and fast to install, you can put more development power into the hands of your business analysts and administrators rather than IT professionals. Neospin™ improves the probability that your project will be delivered on time and within budget. It allows you to continuously improve and evolve your system as political, legal, operational, and social changes occur. Neospin™ makes it straightforward for your business users to add benefit plans, change plan rules, affiliate organizations, enroll members, approve claims, issue payments, and manage workloads.

## Real Benefits and Real Business Improvements You Can Count On

Sagitec provides solutions that are accessible through standard Web browsers—allowing you to deliver better service to internal users, such as members, and external users, such as employers, in less time. Our solutions will benefit you now and into the future because they help you deliver world-class customer service, simplify maintenance and support, and become more efficient and effective.

## Deliver World-Class Customer Service

- Deliver service using a “no wrong door” approach that lets your members and beneficiaries (customers) work with you in the way they choose: Web, in person, phone, e-mail, fax, or correspondence.
- Extend secure access to core services when and where your customers and partners need it through self-service
- Provide service to customers from various locations, such as remote counseling centers, satellite offices, or other departments
- Improve the accuracy and security of your information

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*"A major deciding factor in selecting Sagitec for our pension system upgrade project was their flexible and innovative approach. They are unique among the IT solution providers. They are implementing the system the way that we feel is right for us, rather than forcing us into something that just doesn't quite fit."*

*- John Oliver  
Chief Information Officer, KPERS*

## Simplify Maintenance and Support

- Eliminate duplicate data entry and redundant data
- Eliminate multiple handoffs required to deliver service
- Reduce customer service costs using self-service
- Increase efficiency and customer satisfaction through self-service
- Reduce training costs
- Replace aging software systems and reduce maintenance costs

## Become More Efficient and Effective

- Save time and money by integrating your existing accounting package, imaging, workflow, and other applications with Neospin™
- Quickly implement changes in rules, policies, and regulations and start proactively managing change
- Improve data quality as it enters your office and integrate information throughout your organization
- Improve internal ownership for results, not tasks
- Improve cross training and knowledge management throughout your organization

## Start Your Transformation Today

Transform your business and achieve your vision—not someone else's. Sagitec is singularly focused on providing business and technology services to public pension organizations. Our project delivery teams consist of professionals with significant public pension system experience that can deliver results. We focus on implementing your unique vision on time, on target, and within budget. We can help make your pension system more efficient, more effective, and more valuable to your stakeholders.

To arrange a visit to explore how Sagitec might help extend or transform your business, contact Karen Frederick ([karen.frederick@sagitec.com](mailto:karen.frederick@sagitec.com)) or Rick Deshler ([rick.desheler@sagitec.com](mailto:rick.desheler@sagitec.com)), or call toll free at 1 866 SAGITEC, extension 1.



Neospin™ delivers secure, self-service access to core services when and where your customers and partners need.

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