



Case Study: Employee Benefits System for IQ - CitiStreet

About the Company

The IQ Business Group (IQ) is a global provider of practical business solutions, utilizing seasoned expertise and innovative tools to maximize operational and technological efficiencies. As a professional consulting company, IQ uses innovative process thinking to optimize business environments. They provide private and public sector clients solutions and services that encompass process, project management, business analysis, enterprise content management (ECM) and software development competencies.

The IQ Business Group was engaged as the provider of all Information Technology Services. As a multi-client provider, IQ has the critical mass of both projects and staff to provide a career progression for Information Technology and consulting professionals who specialize in the Pension/Employee Benefit market.

CitiStreet is a premier global benefit provider and one of the USA's largest retirement plan record keepers. The company offers a broad range of products and services for defined contribution, defined benefit, and health and welfare plans in the Corporate, Government, Healthcare, Education and Taft Hartley markets, including Employee Benefit Systems Administration, Administration of retirement plans on behalf of clients such as Baxter, Honeywell etc., Maintenance of OmniPlus software using MVS, UNIX and AS400 computers, Providing tailored links to clients systems such as payroll, Providing manual (semi automated) conversion of omniplan to omniplus for different clients.

Business Challenges

CitiStreet wanted an optimum and cost-effective solution through a risk-managed delivery framework. They wanted improvements in the payroll systems for their clients, a host integrated (web enabled) TRO DB sweep product and a new automated tool for omniplan to plus conversion

Nihilent's Role

- **Provide enhancements to clients systems such as payroll**
The Nihilent team was involved in enhancing the payroll system for different clients like Baylor, Superior Essex, Stanley, District of Columbia, ITW. While doing so the team has got good experiences in the processes like Demographic, Financial and feedback.
- **Provide enhancements to complete system according to clients' requirements**
Nihilent was involved in enhancing different other processes related to Employee benefit system like Annual profit sharing for AON, Mastercard, company match calculation (quarterly/yearly) for Aetna, Sears, ITW, Year End contribution, Plan to Plan transfer for AnHeuser Busch.
- **Worked on host integrated (web enabled) TRO DB sweep product**
TRO DB sweep processing consists of three separate processes:
 - The identification of participants that need to be evaluated
 - The processing of participant data against J Rules
 - The post processing of the Omni transactions generated
- **Work independently to develop a new automated tool for omniplan to plus conversion**
This process involved converting Sungard MVS Omniplan to Sungard UNIX Omniplus
- **Handling MVS schedulers as well Maestro schedulers**
During the process, Nihilent's consultants had opportunities to work on MVS and Maestro schedulers. Their skills were utilized to create the schedules and maintaining them on periodic basis.



Business Benefits Delivered

The maintenance and enhancement of **Employee benefit system application** was partially outsourced to Nihilent. Nihilent has the specialist skills and professional approach to structure and manage outsourcing relationships. This resulted in greater benefits to the client on its margins and profitability.

Benefits included:

- Improved client services
- Lower transaction costs
- A reduction in asset cost process investment costs
- Improved process knowledge resulting in alignment of IT and business goals and enabling multi-channeling strategies