

# HR Benefits Administration

## Customized Solutions for Workforce Challenges

Many government agencies struggle with the same HR issues as any employer. So we've combined our extensive benefit administration experience with proven results to create a solution tailored to the government benefit plan marketplace.



Our HR Benefits Administration services can help your agency to:

- Control costs
- Improve ongoing administration
- Provide timely and accurate employee benefit information
- Empower and educate plan members to make informed benefit decisions.

### Reduce Costs and Improve Efficiency

By leveraging technology, thought leadership and best practices, we offer you comprehensive and competitive products and services, including:

**Defined Contribution Solutions** – Plan sponsors face myriad fiduciary, cost, quality, operational, service and employee engagement challenges. As a leader in human resource services and benefits consulting, we'll provide the right defined contribution solution. Take advantage of our broad investment knowledge, emerging trends, best practices, defined contribution consulting and industry expertise.

**Defined Benefit Solutions** – Our defined benefit solution, suitable for plans of all sizes, is customized to fit client requirements and plan nuances. We understand every aspect of defined benefits management, including:

- Comprehensive plan administration
- Call center
- Finance and accounting
- Funding
- Modeling
- Consulting
- Custody
- Cash management
- Valuation
- Design.

Our comprehensive capabilities are built on a reliable and efficient Web-based application with cutting-edge technology and secure infrastructure. We launched end-to-end defined benefit outsourcing in 1994, and our years of experience are reflected in our proven, client-centric solution.

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**Health and Welfare Solutions** – Our extensive HR expertise, coupled with leading-edge benefits administration technology, delivers a comprehensive Health and Welfare administration offering.

With years of benefit administration experience, we understand each client's scope of services, plan nuances and service delivery expectations. You can count on a solution that's fully customized to your strategy, employees and organization.

In partnership with you, we'll customize communications that inform and educate your employees about benefit issues – with key messages that drive desired results. Combining knowledgeable customer service reps and simple self-service tools, we provide an integrated benefits solution that enables your employees to make informed decisions concerning their benefit needs.

## Our Advantages

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

- 100 percent U.S.-based solution
- HR and benefits administration cost savings
- Increased data accuracy and availability
- Client-centric service delivery model
- 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 Suite of Services

When it comes to our administrative and consultative capabilities, we're unique in the industry. We offer your plan members a single suite to access information across their benefit plans. It can even be integrated into your existing Web service platform.

- Defined Contribution Administration includes 401(k), 401(a), 403(b) and 457 plans; corporate, multi-employer, government and not-for-profit sponsored plans; as well as non-qualified plans.
- Defined Benefit Administration includes traditional qualified pension plans; cash balance and hybrid plans; and non-qualified plans.
- Health and Welfare Administration includes medical, dental and vision plans; life, accident and disability insurance plans; COBRA and HIPAA (includes PHI compliance, providing data to health plans in EDI 834 format); flexible spending, health reimbursement and health savings accounts; consumer-directed health plans; and other voluntary benefit plans.

## Discover Your HR Solution

Business flexibility. Program innovation. Operational strength. With this uncommon combination, we've become a key resource for government agencies who want to improve services. We provide high-quality products, unrivaled services and leading-edge technology – to deliver the best service to agencies and employees. Contact us today to discuss our capabilities and how we can transform services for your employees.



## Our Credentials

- HR and benefit administration services to more than four million participants
- 20 years' 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
- Three million telephone contacts annually

## About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services for commercial and government organizations. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size.

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