# Solving Challenges Plaguing the Unemployment Insurance Industry

**sagitec**

## Challenges Facing Unemployment Insurance Agencies

Every state unemployment insurance (UI) agency has unique needs. Each state has their own statutes and laws that dictate how benefits are disbursed and how taxes are collected. Despite these differences, **all UI agencies share common challenges that are affecting their ability to perform customer-centered public service.** All of the challenges that UI agencies face stem from the fact that they are relying on antiquated technology to deliver service in an increasingly digital and integrated environment. Through strategic IT investments, organizations can solve their current and yet-to-be-determined business challenges. Based on our deep industry experience, we have identified the following challenges that UI agencies are currently facing:

### Demands for Increased Access to Information and Improved Service

The increased use of technology in today's society has altered how claimants, employers and third party administrators (TPAs) want to conduct business with you. These stakeholders expect real-time access to their information anytime, anywhere. While mobility and self-service are the prevailing trends for business to consumer interaction, some of your stakeholders still want to conduct business with you over the phone or in-person. In order to satisfy your claimants, employers and TPAs unique needs, you must implement a dynamic strategy that includes multiple communication platforms.

### Changing Workforce Demographics

By 2020, 25 million baby boomers, who comprise more than 40 percent of the U.S. labor force, will exit the workforce.[1] This will cause a great strain on UI agencies as many of their workers will be among those leaving the labor force. These workers will undoubtedly take decades of accumulated organizational knowledge with them. This "brain drain" could result in the loss of key information about business practices that could be devastating to your agency.[1] **To fill the workforce void, agencies are hiring much younger workers who are not adept at using aging and homegrown UI information systems.** Furthermore, they expect their employers to

have technology that is not only current but will stay current moving forward. According to the Center for State and Local Government Excellence, younger workers "Consider the availability of state-of-the-art technology in the workplace when considering a job opportunity." [2]

### Aging Technology

There is a technology revolution underway as organizations realize the power that can be reaped through cutting-edge technology: streamlined business processes, improved customer satisfaction, and lower operational costs. Despite this realization, many UI agencies are still relying on decades-old systems and solutions. This is problematic for many reasons. The systems can't support modern ways of doing business, forcing agencies to rely on cumbersome, manual work-arounds. And when state policies or federal rules change, it's incredibly costly and time-consuming to adapt the technology to reflect these changes. Add to this disconnected workforce systems and it becomes clear – your aging technology is not only costing your agency operational efficiency but also undue expense.

According to a 2015 survey of state CIOs, 80 percent or more of their budget is spent on maintaining existing systems.[3]

While these challenges seem daunting to overcome, the right technology founded on an evolutionary platform can solve your current and yet-to-be-determined business challenges.

1. Employer Strategies for Responding to an Aging Workforce. (March 2012). National Technical Assistance and Research Center.
2. Workforce of Tomorrow. (December 2015). Center for State and Local Government Excellence.
3. Making a Digital Transformation. (April/May 2016). Government Technology.

# What We Offer: An Industry-Tested Solution That Delivers Results

For more than a decade, Sagitec has been helping unemployment and pension administration agencies streamline business processes, reduce operating costs, and achieve strategic objectives through the modernization of existing systems.

Our Neosurance™ solution is a fully integrated, browser-based application providing comprehensive functionality for UI Tax and Benefits administration. Neosurance™ can be configured to match any particular set of UI programs or business processes and is easily tailored to meet each agency's unique needs without complex software programming. **Anchored by Sagitec's Software Framework, Neosurance™ has unprecedented flexibility to evolve along with your organization, incorporating new features and functions as you see fit.** Most importantly, the software is maintained in our product centers allowing you to avoid technology obsolescence.

# Here Are Just a Few of the Benefits Neosurance™ Can Bring Your Agency

## Improved Customer Service

Neosurance™ delivers comprehensive self-service portals for claimants, employers, and TPAs. These portals satisfy their demands for increased access to information and allow your stakeholders to independently manage their accounts. **Our portals empower them to answer their own questions, process their own requests, and enter data and resolve business validations and edit checks without involving your staff.** Here are just some of the activities that your claimants, employers and TPAs can do using our self-service portals: apply for benefits, submit quarterly wage and tax reports, monitor claims and payment status, make payments, view correspondence, answer fact-finding questions, upload documents, and generate and respond to information requests. Ever since we implemented our Employer Self-Service Portal (ESSP) for the Washington D.C. Department of Employment Services (DOES), the agency has experienced tremendous adoption rates: 95 percent of employers file wages online through the portal versus zero percent prior to implementation. In addition, 100 percent of employers are registering and receiving a liability determination through the online self-service portal.

## An Integrated Technology Infrastructure

A legacy system's user interface does not display data in a manner that is user friendly. This causes great strains on UI agencies and increases the amount of time to train new employees. Even veteran employees spend an inordinate amount of time on simple tasks because there are a number of exceptions, screens and disparate systems where data is stored.

Neosurance™ integrates with all present and future technologies and consolidates UI agency data into one, integrated database. Users can easily retrieve and edit the data through the solution's intuitive user interface. The simple design reduces the learning curve for new users and rewards experienced staff with faster processing. Features, such as applications wizards, assist users with processing wages, payments, claims, adjudicating eligibility issues, and other highly important tasks. Agency staff can quickly learn about employer or claimant cases through the solution's dashboards and comprehensive inquiry screens. This functionality provides holistic, 360-degree views of claimants, employers, and agents on a single screen.

## Improved Federal Performance and Business Process Efficiency

**Neosurance™ is a fully automated and integrated solution that greatly reduces the reliance on manual and paper processing** by empowering claimants, employers and TPAs to access their information and perform various business processes through

a self-service portal. This allows your staff to focus on other value added activities. For instance, our Neosurance™ tax system has eliminated the data entry process for employer registrations and account maintenance updates for the DOES and resulted in the elimination of entire functions saving resources for other critical areas.

Our adjudication workflow and application wizards improve efficiency and federal performance measures by reducing much of the manual work and ensuring cases meet timeliness and quality standards. Lastly, our modernized system produces all federal reports, meets all data validation requirements, and is built specifically to drive customer service, improve self-service adoption rates, and increase user satisfaction.

## A Solution that Mitigates the Risks of the Aging and Changing Workforce

There is no disputing the fact that there is a seismic shift occurring within the nation's workforce demographics. Baby boomers are retiring in droves and are being replaced by a much younger and more diverse workforce. Without modern technology that includes

> Modern and comprehensive technology can solve your workforce demographic challenges.

dynamic service offerings and integrated training and streamlined business processes, UI agencies will struggle to deal with the workforce of tomorrow.

With Neosurance™, changing workforce issues for UI agencies are significantly reduced. Neosurance™ has comprehensive training and online help embedded within the system that ensures new employees hit the ground running on their first day. The intuitive user interface presents data in a logical manner that significantly reduces the learning curve for new users and reduces a lot of the complexity inherent in a typical legacy system. And the self-service portals improve data accuracy and business process efficiency, allowing your agency to achieve strategic objectives with fewer resources while simultaneously improving customer service.

## A Solution Poised for Change

UI agencies operate in an environment of continual change. In order to thrive in such an environment, UI agencies must have technology that is able to respond to change quickly and efficiently. Neosurance™ comes with a powerful business rules engine. This rules engine allows you to configure the application rather than use complex software programming to meet your new business requirements. These features allow you to quickly and efficiently adapt to changes in state and federal policy and law. Most changes can be accomplished in days versus months in your existing legacy systems. For example, in Neosurance™, complex changes such as a

new benefit program or modifications to your monetary calculation take days versus weeks or months in legacy and traditional custom built systems.

## A Flexible Implementation Approach

Sagitec uses an extremely flexible software implementation approach that allows us to work around your schedule and business needs. We deploy dedicated resources who embed themselves into your project so your staff can continue working on their regular duties. Our staff are industry experts, with many having more than 15 years of experience implementing UI Tax and Benefits solutions. Guided by industry best practices, they work tirelessly to incorporate your unique business rules, correspondences, reports, data, and nomenclature into your solution.

"We were very fortunate to have the team onsite working together with us....That was a critical part of our success as partners. They worked in our culture on a daily basis and became a part of us...These were the types of things Sagitec was willing to do for us."

Neil Adcox
Executive Project Sponsor, SUITS Project, South Carolina Department of Employment and Workforce

# Solution Overview: A Comprehensive Solution Tailored for How You Do Business

There is nothing quite like Neosurance™ in the market. Neosurance™ is unique because it combines the dual benefits of packaged and custom software into one solution specifically designed to cost effectively enable state UI agencies to adapt and evolve their UI systems when priorities require.

**With our Neosurance™ solution and software framework, you receive:**

- A proven solution framework that allows your UI tax and benefit solution to continuously evolve – there are no sunset dates with our technology.

- A solution designed to drive self-service adoption rates for claimants, employers, and TPAs allowing your stakeholders to independently manage their accounts.

- Standard modules, application design and development components that meet 70 percent of state UI tax and benefits requirements right out-of-the-box. This significantly reduces project implementation risks, maximizes your ROI, and enhances the quality of your eventual solution.

- A robust design and implementation approach that uses project accelerator tools to incorporate your unique business rules and processes quickly and efficiently.

- The option to purchase and integrate our other value added service offerings with Neosurance™. For example, Neofraud™ is a comprehensive predictive fraud solution that identifies fraud trends and data anomalies before they occur. Through cross-referencing data and historical patterns, Neofraud™ identifies overpayments and fraud quickly and efficiently. In addition, Neomobile™ allows your claimants to perform multiple self-service activities from their smart phone. This provides your claimants with another way to access their information and perform value added activities improving customer service and your bottom line.

- A solution that requires 70 percent less code than its custom-built counterparts, which speeds up development and makes it incredibly easy to maintain the system when plans or policies change.

- Reduced reliance on third party software products, thus decreasing annual maintenance costs and the total cost of ownership (TCO). Neosurance™ comes pre-integrated with the common functionality required for a comprehensive UI tax and benefit infrastructure including business process management/workflow, business rules, correspondence ,management, reporting, batch processing, and robust security features.

Neosurance™ can integrate with our comprehensive fraud solution and our mobile app.

## SAGITEC CONTACT

**Chris Peretto**
Business Development Director

**chris.peretto@sagitec.com**
**248-982-2050**

## Our Credentials

Sagitec's technology framework and UI solution is transforming our clients' approach to public service, while also improving their business process efficiency, customer service, and federal performance measures. Share your vision with us and we will drive it into action!

Our unemployment insurance team at Sagitec has been leading UI modernization efforts for

# 18
## YEARS
in the industry

Our professionals have more UI technology and business experience than any other vendor, most with at least
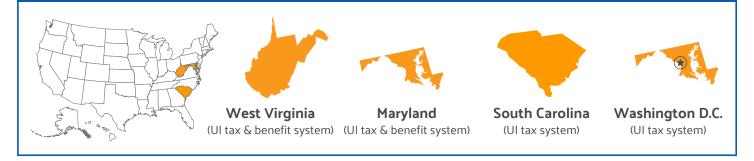
# 8-10
## YEARS
of UI modernization experience

This team has sucessfully designed and implemented

# 5
## SYSTEMS
for UI tax & benefits

## SAGITEC IS CURRENTLY WORKING ON PROJECTS IN...

**West Virginia**
(UI tax & benefit system)

**Maryland**
(UI tax & benefit system)

**South Carolina**
(UI tax system)

**Washington D.C.**
(UI tax system)

## About Sagitec

Sagitec Solutions is a growing global software and IT company that designs and delivers tailor-made unemployment insurance, pension, provident fund, and health and life sciences software solutions to clients of all sizes. Understanding that a dynamic world requires dynamic technology, Sagitec offers solutions that are highly configurable and extensible by nature. With deep industry experience in software implementation and systems integration, project management, consulting, hosting and software support, Sagitec is a partner clients can trust to deliver mission-critical IT projects. Sagitec has multiple office locations and is headquartered in Saint Paul, Minnesota. Learn more at **www.sagitec.com**.

**sagitec**

422 County Road D East
Saint Paul, MN 55117

612-284-7130 I info@sagitec.com
www.sagitec.com