Neospin™ Best Practices

sagitec

Business Process Improvements

Our Neospin™ solution is a fully integrated, web-based pension administration system that has the flexibility to adapt to any particular set of benefit programs. Neospin™ is built on top of, and supported by, a technically sophisticated platform of tools and services. Together, these make it possible for you to grow, adapt, and evolve your system now and into the future.

Since 2004, Neospin™ has helped public pension funds of all sizes enhance service capabilities, lower operating costs, combat technical obsolescence, and respond to complex, frequently changing business requirements. Our Neospin™ solution was designed to implement process improvements by incorporating proven "best practices." Below is a brief summary of those best practices.

1. Capture Documents on Receipt

- Neospin™ can integrate with any imaging system on the market. If you don't have a document management system, we can leverage our partnership with IBM to provide you significant cost savings for the most powerful and flexible ECM software on the market.

- Once a paper document, email or fax is ingested by the imaging system, it will be available to all authorized users and initiate a Neospin™ workflow.

- All documents generated by Neospin™ will be automatically sent to the imaging system with appropriate index information.

2. Deliver Work Using Integrated Workflow

- The Sagitec Framework features a fully integrated Business Process Management (BPM) engine that provides process modeling and execution.

- Employers, members and third party administrators can seamlessly participate in workflow via self-service portals.

- Work items use the Neospin™ rules engine for assigning, prioritizing and managing work – including issuing automatic alerts and escalations.

3. Manage by Objective

- Neospin™ users define appropriate performance metrics that Neospin™ will track. Predefined metrics are used to set performance thresholds, issue escalations and alerts and for the generation of management reports.

4. Straight-Through-Processing

- Neospin™ self-service web portals provide straight-through-processing. Assuming there are no errors, warnings or desired inspection points, transactions can be completed without human intervention.

5. Optimize Auditing

- Neospin™ validates data entry for accuracy and completeness.

- Internal and external changes are captured in a sophisticated audit log for analysis and reporting.

- Audit log data can be used to generate random audit samples or can generate audit flags based on business rules or transaction types.

6. Ensure Effective System Security

- Neospin™ role-based security dynamically grants fine-grained access to resources. Resources include sub-systems, screens, fields and even actions (e.g., ability to click a button).

- Entrust IdentityGuard – a sophisticated, multi-factor authentication engine used by many banks and financial institutions – is used to authenticate members and employers.

7. Provide Effective Member Communications

- Neospin™ generates communication including correspondence, portal messages, portal documents, alerts and emails.

- Neospin™ can easily communicate with members and retirees using social media or mobile applications.

8. Reuse Program Code

- Neospin™ code is executed from a common code-base regardless of how the code is triggered. This includes the line-of-business solution, member and employer web portals, background (batch) tasks, and web services for any external application that might require access to Neospin™ services in the future.

9. Maximize Opportunities for Customer Self-Service

- Deploying line-of-business functionality to member and employer self-service portals is dictated by the respective pension agency's policy, and not technical ability. Our self-service portals can support any business process - it's up to our clients to decide how much they want to leverage this service offering.

10. Implement Proactive Member Services

- Neospin™ implements proactive member services using business rules and alerts. You define what life events require a rule to be triggered (e.g., a name change may prompt notice for a beneficiary change) and then define the appropriate response (e.g, alert, portal message, workflow initiation or correspondence generation).

- Educational materials (e.g, brochures, videos, etc) needed to support proactive services can be sent to members with a notice and link to access specific content. This approach seamlessly exploits modern communication channels such as social media and mobile applications.

11. Comprehensive View of the Member/Retiree

- Neospin™ provides consolidated views of members and retirees to provide a true 360 degree of the customer. This includes global notes (VIP identification), recent communications, recent contacts, active workflows, and other important information captured throughout the membership lifecycle.

12. Member-Centric Process Improvement

- Neospin™ uses wizards to help members navigate through complex processes. Wizards not only provide step-by-step guidance, they also limit choices and confusion by narrowing options as the user progresses through the steps.

- Proactive communication will notify members about life events, personalized to their situation.

- A history of changes and audit information will be available for review during customer interactions.

13. Enhance Management Reporting

- Neospin™ captures extensive data for analysis, continuous process improvement, and decision making.

- Neospin™ natively provides search, advanced search, and data sorting across the line-of-business solution. Managers can immediately export search results to Excel for analysis. Neospin™ also supports generation of pre-defined reports automatically or by using user-entered parameters. These reports can be collapsed, expanded or exported.

14. Provide Business Rule Agility

- Neospin™ incorporates a sophisticated rules engine to create, modify, test and execute business policies and rules. Business rules require no programming to automate sophisticated decision tables or logical rules.

15. Involve Employers as Partners

- Neospin™ improves employer-centric business processes by allowing employers to participate in workflows. Employers also have access to a version of a member consolidated view for assisting members with reemployment, enrollment, and other processes.

16. Maximize Customer Data Capture

- Neospin™ validates data submitted by employers for accuracy and completeness. Where appropriate, Neospin™ will generate errors, warnings and informational messages to assist employers in improving data quality.

- Control the level of errors employers need to resolve in self-service versus those agency staff resolve. As adoption improves, deploy additional edits to the web simply by selecting a check box.

- Self-service wizards capture member data in a way that is accurate, complete and validated by business rules.

17. Exploit Emerging Technologies

- Neospin™ has an unparalleled history of exploiting emerging technologies. From full-fledged workflow and social media integration to chatbot technology, Neospin™ is helping our clients continually modernize their business processes while simultaneously avoiding technical obsolescence.

- Thanks to the Sagitec Framework, which is our robust software platform, Neospin™ is on an incremental upgrade path. With each new release of .NET, the Framework seamlessly incorporates the upgrades without adversely impacting the business functionality that rests on top of it. As the Framework evolves, so do individual client systems – regardless of when they were implemented.

- Through the utilization of the MVVM architectural pattern, Neospin™ exploits HTML5, CSS3, and native mobile user interfaces without programming for those platforms. This now enables Neospin™ to be delivered over the cloud and efficiently participate in SOA over an enterprise service bus.