

*Delegata*<sup>®</sup>

# Member Self-Service (G2P)

SOLUTIONS WITHOUT BORDERS

Delegata partnered with CalPERS to provide an award winning Government to Public Solution.

## Overview

CalPERS, the largest public retirement system in the nation, provides retirement and health benefits to more than 1.4 million members and 2,500 employers. To better serve its members, reduce costs, and improve operational efficiencies, CalPERS partnered with Delegata to provide an effective Government to Public (G2P) platform. The Member Self-Service (MSS) suite was implemented to provide more than a dozen Internet-enabled applications that allow users to order publications, update contact information, determine the cost of government service credit, calculate retirement benefits, and other key functions.

## The Challenge

CalPERS was challenged with meeting the demands of more than 1.4 million members including improving service delivery, enabling Internet-based communications, and reducing the volume of paper forms and manual processes. These functions needed to be supplied in a timely manner while consolidating legacy systems onto a common platform. After investigating the challenges, Delegata and CalPERS partnered to implement a self-service solution for CalPERS members.

## The Solution

People, processes, and technology must all be addressed when implementing a total solution. Employing Delegata's Diamond© methodology, we developed a strategic vision and defined the roles and responsibilities essential to meeting it. By modifying existing responsibilities and business processes, we established the technology infrastructure that allows CalPERS members to have around-the-clock access to services.

MSS solution components were built to seamlessly connect with CalPERS' existing legacy systems while utilizing Oracle's new 9iAS Model View Controller (MVC) framework. In addition to application development, the Delegata team quickly brought CalPERS staff members up-to-speed by teaching them the analysis methods and project management skills necessary to ease the transition and minimize the need for future assistance.

## The Results

CalPERS members can now easily change addresses, download forms, alter personal information, calculate retirement benefits, obtain annual statements, order publications, and register for seminars. Since implementation of the new self-service solution, CalPERS' website transaction volume increased to one million hits per week and internal staff can now seamlessly build and maintain new applications. As with several of Delegata's solution sets, MSS received prestigious technology awards from major government entities, including the Government Technology Conference (GTC) 'Best Solution' award.

## About Us

Delegata is a premier consulting and systems integration firm specializing in eBusiness Solutions, Project Management, Application Development, Process Alignment, Technology Migration, Planning and Analysis. Our customer-centric solutions establish the architectural frameworks that support seamless transitions from existing to new technologies while leveraging current investments. Utilizing strong industry acumen and our configurable Diamond® Methodology, Delegata begins with client business objectives, aligns technology components, and delivers tightly integrated total solutions tailored to our clients' unique environments.

## Contact Us

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