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"Seven Simple Machines exceeded our expectations of what we thought we could do with our retirement systems. Having one place we can view all of our information has allowed us to do more for our employees than ever before. We were not able to find this level of integration with an out of the box solution"

Thomas McDonagh, Providence Health & Services

PROVIDENCE HEALTH & SERVICES

Client Overview

Providence Health & Services (PHS) is a not-for-profit health system which includes 26 hospitals, more than 35 non-acute facilities, physician clinics, a health plan, a liberal arts university, a high school, approximately 45,000 employees and numerous other health, housing and educational services.

Business Need

The System Retirement Office (SRO) at Providence wanted to reduce their costs associated with administering their retirement program. With 45,000 current and nearly 80,000 former employees, Providence's SRO workload had become bogged down in paper-work. The process for plan enrollment, electing or changing employee deferral percentages, producing statements, and processing pension plan distribution plan payments was very manual and paper intensive for both employees and the retirement specialists who processed the transactions. In addition, employees had little to no visibility into the status of their transactions once they were initiated. This lack of visibility created frustration for employees and limited the quality of service the SRO was able to provide.

Solution

7sm built Providence "Road to Retirement" (R2R), a web based application that delivers online self service capabilities to employees so they can manage their retirement accounts anywhere they have an internet connection. Employees have instant access to their retirement accounts to:

- Check Account Balances
- Enroll in plans
- Elect or change contribution percentages they defer into their retirement accounts
- Elect or change account beneficiaries
- View the status of transactions
- Access to educational information and financial planning tools related to retirement investing

7sm also built an Administration section on R2R to automate and streamline the work performed by the SRO. The Admin section includes:

- Access to an employee's (current and former) entire account, including audit trails and a summary of historical transactions
- Automated document work-flow management
- Content Management System to facilitate up to date communication on R2R

Results

With the launch of R2R as part of the overall solution, Providence was able to greatly reduce paper forms for retirement benefits. Now, a majority of all plan transactions are automated, reducing the SRO's manual workload and allowing employees to get immediate visibility into their retirement accounts.