

Updating Your Technology Can Be Less Painful (Really!)

To accurately administer benefits responsively and provide a high level of customer service, your team needs technology that's up to date, efficient and cost effective.

Given the pace of technological change and the ever-evolving vendor market, identifying which technology best meets your requirements at the right price is challenging. Once you select a vendor, getting the new system implemented quickly and correctly requires significant commitment from your team above and beyond their daily responsibilities.

Fortunately, both processes of selection and implementation can be structured and less time-consuming for your team — if you get assistance from experts who know the systems and the vendors, have a proven process *and* understand your operations thoroughly.

Three signs that you need new technology

If you're experiencing at least one of these issues, it's time to update your technology:



System Limitations

Are you unable to perform all calculations in your core system and/or are tracking items outside of it?

Have you been forced to create manual and paper-based processes as workarounds?

Do you have the right level of customer self-service?



Vendor Issues

Does it take a long time to get support from your current vendor?

Is your vendor providing timely and high-quality deliverables?



Technical Obsolescence

Is the system facing the end of its life with no upgrade path?

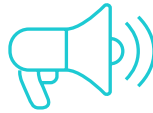
Will it not integrate with other systems and/or is it preventing you from upgrading other systems (likely increasing cybersecurity risk)?

A proven strategy for a successful search and launch

To help ensure a successful technology acquisition and implementation process, follow a strategic approach that includes these elements:



Documentation of System Needs and Requirements



RFP Development and Vendor Analysis



Vendor Due Diligence and Selection



Contract Negotiation



Implementation



Project Management

Why work with ATC on technology acquisition and implementation?

For more than 30 years, Segal's Administration and Technology Consulting (ATC) Practice has used a systematic approach to help 100+ clients select and implement new technology.

Our ATC consulting team includes nationally recognized subject matter experts who have:

- Extensive knowledge of the technology vendor marketplace and software functionality
- Hands-on experience with employee benefit plans and how they are administered
- In-depth understanding of the latest compliance requirements

ATC customizes its technology solutions to meet the unique operational needs and requirements of each client.

Learn more

Get in touch to learn more about how ATC can help you acquire and implement the right technology painlessly?

Contact



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