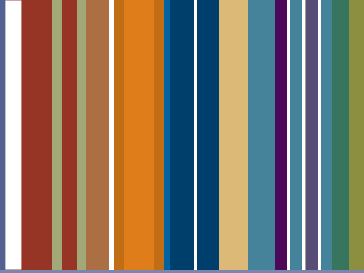




SUNGARD

SOLUTIONS FOR
BENEFIT ADMINISTRATION



SOLUTIONS FOR BENEFIT ADMINISTRATION

Adaptable products and services designed to meet the evolving needs of your organization

Whether you are an institutional or independent recordkeeper involved with defined contribution and/or defined benefit plan administration, SunGard understands your day-to-day challenges and operational hurdles. SunGard's benefit administration solutions help simplify data onboarding, recordkeeping, compliance activities, tax reporting, payment processing and trade management while helping to amplify the value of the services you provide.

SunGard's solutions can be selected, packaged and deployed based on your organization's size and individual requirements. In addition, they integrate easily with most third-party offerings to help create a seamless, total-solution architecture. Whether you want an out-of-the-box or fully customized solution with complete or partial outsourcing, SunGard works directly with you to help ensure your benefit administration needs are met.

Delivering excellence in support and service requires that you communicate clearly and effectively with your clients, business partners and investors. And with so many ways to connect, it is increasingly important that established processes, people and functions communicate timely and well with each other, using value-added tools for on-demand account access.

SunGard can help you optimize business processes and manage complex data environments through business analysis, custom application development, as well as risk and regulatory management support. SunGard's disciplined software delivery and quality assurance processes reflect its rich product heritage, while its extensive consulting background contributes to the leadership that can help drive transformation.

The result: SunGard helps support your business activities more efficiently, allowing you more time to focus on client relationships and delivering valuable service.



Benefit administration can involve multiple processes and accountabilities. SunGard has solutions that can help provide full, end-to-end support and services.



MANAGING DATA ACCURATELY AND EFFICIENTLY

SunGard's solutions provide tools to assist you with document and proposal preparation and the complete onboarding of client data. All of SunGard's offerings are delivered in a secure, flexible environment designed to meet changing legislative and organizational requirements.

Management and transfer of data can be performed through Web-enabled processes or by directly entering it into the core benefit administration systems, helping you access and route information quickly and securely. Whether the onboarding process involves data collection and validation for trading and reconciliation or the distribution of funds, SunGard helps bring down costs and minimize redundancies. Client data can be integrated in various ways for the onboarding of your administration and reporting needs.

SunGard's complete and fully-compliant solutions support all plan types

SUPPORTING CORE RECORDKEEPING AND OPERATIONS

Your core recordkeeping and daily operations are mission critical. SunGard's solutions are designed to handle both daily-valued and balance-forward retirement plan processing, and can be customized to your specific business needs. SunGard's systems provide flexible data mapping for participant, plan and fund administration. Robust compliance testing features and integrated trading options with multiple platforms are available for your importing and exporting needs.

SunGard offers a complete solution for all plan types, including: defined contribution, defined benefit, employee stock option plans (ESOPs) and cafeteria plans. In addition to monitoring plan eligibility, vesting options, participant transactions, cash flow, compliance and reporting, SunGard provides increased flexibility in the form of add-on modules for activities, such as trust accounting and loan tracking. These tools can help you extend value and maximize advisor, plan sponsor and participant administration.

All of SunGard's recordkeeping and operations tools are backed by an experienced team of benefit administration professionals that answer your support calls, provide training and deliver consulting services.

ENABLING TRADE MANAGEMENT

Your trading systems and infrastructure need to keep up with a continuous evolution and expansion of investment options, market volatility and changing legislation that calls for better reporting and transparency on retirement plan investments. In this type of trading environment, your organization needs to set a standard for excellence.

Some firms use collective funds tailored to retirement community needs, while others employ personalized models to meet the needs of individual plan sponsors. Although investment options historically tend to be broad based, alternate return options on funds have increased in popularity, including annuities, exchange traded funds (ETFs) sector fund groupings, target date funds and customized asset allocation funds. As the types of investment options increase, so does the use of asset allocation models and the need for adaptable and extensible trading capabilities.

Automating your trading can help you focus on managing your offerings and benefit strategies. Your trading solution needs to fit with your clients' plan's existing fund lineup and help deliver an overall return advantage after fees. SunGard's solutions provide you and your clients with access and visibility to different, alternative investment options and help simplify your end-to-end trade management and reporting. Because reconciliation occurs in real-time, SunGard helps reduce financial exposure associated with lag time and helps you stay on top of critical, time-sensitive issues.

SunGard's technology links you to financial services institutions that can help facilitate the purchase and sale of many securities types, including global equities, fixed income, mutual funds and money market funds. Compliance underscores just about everything in benefit administration, and SunGard delivers fully compliant, pre-coded and certified trading interfaces to its own network, as well as other trading partners, trust and custody providers.

CASE STUDY: HELPING CREATE REAL PRODUCTIVITY GAINS

By using SunGard's benefit administration systems, a large pension administrator was able to meet its goal to create a uniform architecture while combining multiple systems into one, intuitive portal. Its new system allows sponsors and participants to communicate with the recordkeeping system without disrupting connections with other systems. The new user-centric design allows access to processes at any point needed, rather than always having to follow a standard workflow. Input was simplified and made consistent across functions. Likewise, increased ease of data accessibility has helped to improve reporting.

Historical point-to-point integration and replication of business rule storage and execution was eliminated, allowing sponsors and employees to execute real-time updates. For this organization, actual productivity gains were realized, measured from an average user's processing time of more than 50 seconds on the old system to less than 10 seconds on the new, SunGard-enabled system.

Together with SunGard, the customer was able to streamline current applications to help improve productivity and enhance the user experience and security.

SunGard helps you
focus on managing
your offerings,
benefit strategies
and compliance

DELIVERING DISBURSEMENTS

Recent U.S. Census data indicates that the coming years would see more people living at age 65 and over than ever before in history. Your organization's benefit disbursement process needs to be prepared to serve this growing segment of the population. Staying ahead of change and remaining competitive requires effective systems and support processes that automate, organize, simplify and integrate your check writing and benefit disbursements. SunGard brings the features you need for high-volume processing and the connectivity required for today's fast-paced environment.

SunGard's disbursement solution delivers optimum flexibility for the management and maintenance of regulatory and voluntary deductions. It supports unlimited deductions for each payee, as well as start and stop dates. Multiple deduction methods are supported, including calculated, fixed dollar, percentage, federal percentage or user-defined tables. Plan sponsors and participants can view or update their disbursement information online or through a multi-plan voice response system that offers a touch-tone interface and text-to-speech technology. The solution integrates easily with other participant recordkeeping systems or can be operated as a stand-alone disbursement solution.

Effective systems and support processes help you stay ahead of change and remain competitive

MANAGING RISK AND COMPLIANCE

Managing risk and complying with regulations is fundamental to benefit administration. The reports, forms, disclosures and other requirements that must be addressed can seem daunting. Automation, in itself, can help minimize manual handling and its associated risks and errors. Yet even with your processes seemingly under control, legislative changes can complicate matters. Manual processes and proprietary systems sometimes have difficulty adapting, a challenge that can affect your ability to respond or comply quickly.

SunGard's benefit administration systems are designed for adaptability, helping you to be nimble and responsive to change. SunGard delivers full, non-discrimination compliance testing, including highly compensated employee (HCE) and key employee determinations, as well as top-heavy and catch-up contributions. Disaster recovery services also are available to help ensure your data is safe, secure and recoverable from any location.

Disclosures, documents, government forms and educational resources can be provided and facilitated by SunGard. People are vital to managing risk in any organization, which is why SunGard offers educational tools and resources to help keep your staff, managers and experts up to date.

CONTROLLING DELIVERY COSTS

Business Process Management

Effective management of business processes helps optimize operations, improve efficiency and reduce costs. SunGard's business process management (BPM) solutions can help you model, execute, analyze and improve your business processes. BPM lays the foundation for automation across your organization by helping you:

- Capture enterprise-wide business processes
- Integrate legacy systems and new components
- Turn existing solutions into new compliant applications
- Eliminate process delays and improve process efficiency

Whether you need to track, manage, or automate paper-based human workflows, there is significant opportunity to expand your existing functionality and broaden the application of business process management. By allowing your organization to manage entire processes from a holistic perspective, SunGard's BPM solutions help support continuous improvement. By defining, managing and accelerating processes, your organization can eliminate bottlenecks and improve productivity.

Straight-through Processing

In the defined contribution environment, many, if not most tasks are deterministic and repetitive. These tasks or jobs carry the majority of the workload and consume the majority of resources. They easily lend themselves to the development of "standard" workflow routines — now automated through SunGard's straight-through processing (STP) capability. The STP environment enables you to optimize and prioritize the systems' use of resources. These tools help you manage service delivery costs, while allowing your team to focus on staying current with the industry and communicating with clients.

Global Services

SunGard is more than a technology vendor; it is a global organization that creates extensible solutions and useful workflow standards that leverage technology, so that you can spend more time optimizing the value of your client relationships. SunGard offers a total consulting and partnership package to help architect the right mix of technology, process automation and support services to fit your organization's business model.

SunGard's Global Services can provide you with expertise in managed IT, professional and consulting services. Whether you need application hosting or infrastructure management, custom development, systems integration, product upgrades, testing or assistance in business process management, SunGard's extensive benefit administration experience can help you achieve new levels of service excellence.

Business Process Outsourcing

You face many challenges in the dynamic and competitive benefit administration marketplace, particularly regarding process improvement, technology, risk management and compliance.

SunGard's Business Process Outsourcing (BPO) employs standardized and scalable processes that are specifically designed to help free your resources from operational tasks, so that they can deal with other demands. Whether you want to outsource a small portion of a process, or larger, departmental operational tasks and functions, SunGard can help you profitably manage a wide range of functions.

Flexible Delivery Options

Although you still can license and install many of SunGard's benefit administration solutions to use in-house, SunGard's application service provider (ASP) capability gives your users access to the same tools and data they need anytime, anywhere. SunGard also delivers software-as-a-service (SaaS) for tools such as tax calculation, so that you no longer need to spend time creating and maintaining in-house solutions. Moreover, because SunGard performs regular updates to its systems and software, you can remain focused on your core benefit administration responsibilities without dedicating valuable resources to managing upgrades. SunGard's ASP and SaaS solutions help streamline operations and save maintenance time.

DELIVERING EDUCATION

Serving your clients well also means having well-versed, well-educated employees. Whether your employees are new or experienced in benefit administration, SunGard can provide them with the knowledge and skill they need to help them excel. SunGard offers product training on its benefit administration systems, as well as industry training via educational seminars, conferences and numerous reference materials to help keep your employees informed of relevant changes in the pension industry.

Many of SunGard's on-demand training offerings include continuing education credits that help professionals maintain their designations without incurring registration or travel expenses. For your convenience, SunGard's various educational formats and library are accessible 24/7. Most classes and resources are available online. They also can be tailored to your organization's needs and delivered in person at your location or a SunGard facility.

www.sungard.com/benefitadministration

SunGard
377 E. Butterfield Road
Lombard, IL 60148
swm.marketing@sungard.com