



WHEN JOHN BRADLEY'S COMPANY, ADMINISTAFF, STARTED UP A SUITE OF NEW 401(K) PLANS, HE WAS PRESENTED WITH A CHANCE TO BUILD A BEST-PRACTICE ADMINISTRATION SOLUTION UNENCUMBERED BY LEGACY ISSUES. THE SYSTEM HE CHOSE TO BE AT THE PROJECT'S HEART WAS OMNIPLUS



TEXAS



HOUSTON

John Bradley has had a rare and exciting career opportunity – helping to create a new unit within an existing business and supporting that operation with a built-from-scratch set of IT solutions.

The project is an expanded retirement services operation developed by John's employer, Administaff, a leading professional employer organization (PEO) based in Houston.

For John, being part of its launch provided the chance to put hard-won experience to use. "I've been in the retirement services industry for 16 years," he explains. "But, like many people, I've spent most of that time working with a combination of legacy systems. Building this retirement services business is that once-in-a-career chance to start with a clean slate."

The opportunity came about as Administaff looked to expand its offerings and create added value for its current clients and an added attraction for new ones. The company's core business is providing a comprehensive suite of human resources services, including employment administration, benefits management, recruitment, performance management, training and development, compliance and employer liability management. Its primary niche is serving the owners of small and medium-sized businesses.

"These are people who don't have the time or the staff to administer their own HR programs," John explains. "We, in effect, become their offsite human resources department."

Given this mission, offering employers an enhanced retirement plan option clearly made sense for Administaff, and it put the organization in something of an exceptional place *vis-à-vis* industry trends. "If you think about the past few years," John explains, "the PEO industry has been in contraction and consolidation. Administaff was one of the few PEOs launching a new or enhanced 401(k) plan operation."

BEST PRACTICE

For John and his colleagues, building the infrastructure for the new division meant not only the chance to choose their own applications, but also the opportunity to implement the systems and develop the business processes that support them.

An intimidating challenge? "It was wonderful," John says. "We had creative license and achieved huge benefits in terms of making

HOME LIFE

HOME: New Caney, Texas, just north of Houston. "We're in a new house after a year of commuting from Dallas and living in hotels and apartments."

FAMILY: "We have five children, aged between one and 14. After number three, it got easier. There's a volume discount."

PASTIMES: "Settling in and unpacking would be my main hobby. And golf."

PETS: "Only deer and the occasional water moccasin – it's pretty rural."

EDUCATION: BBA from the University of Texas.

HOMETOWN: Dallas.

VACATION: "Lately we've been going to Disneyworld. We also try to get to the beach."



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things run faster and smarter. We took advantage of the knowledge of people who have been in the industry for a long time and adopted the best practices currently in use. This is what brought SunGard into the picture, because we believe many of its solutions and services represent the best practices in the industry."

Administaff chose SunGard's OmniPlus suite of products as its core recordkeeping tool, and to meet its need for Web-based customer access and a voice response system. Administaff also runs SunGard's Relius Government Forms product and is now implementing PowerImage, SunGard's electronic workflow document imaging system.

Administaff has opted to run OmniPlus on an application service provision (ASP) basis. ASP, John says, means that, as his group is building a comprehensive set of systems, there are at least a few things they don't have to worry about – "from what kind of backup we need to the onsite technical support".

TYPICAL TASKS

In many ways, John's job puts him at the intersection of business and technology. His day-to-day involvement includes not only IT, but also Administaff's evolving line of retirement products and services – specifically, making sure that the former effectively support the latter.

"A great deal of what I'm doing is interacting with our business partners internally," John says. "I'll meet with our call center, for example, to review changes in our policies and procedures to enable them to properly communicate new information to our plan participants. I'm also involved with product development. For instance, we are considering offering our participants investment education and advice, moving into managed accounts, and providing more choices when it comes to rollovers."

WORK LIFE

BUSINESS HOURS: "Our hours are 8:00 a.m. to 5:00 p.m., although it's not unusual to see people here at 7:30 a.m. and 6:00 p.m."

LOCATION: "We have a nice campus of three buildings at our corporate headquarters in Kingwood, Texas, just north of Houston."

OFFICE: "I am happy to say that I've gone from an open-plan environment at my last job to having a real office."

VIEW: "A small courtyard that blocks out the view of the parking lot – which is a good thing."

DESK HYGIENE: "I try to be a clean-desk person – not because I'm tidy, but because it helps me stay on top of my priorities."

CORPORATE CULTURE: "Administaff is very professional and family-friendly. It's also committed to community service. We are given up to four hours per month to serve as volunteers during regular business hours."

In connection with this product development work, John dedicates significant time to evaluating potential vendors. The common challenge uniting his varied responsibilities include the need for effective communications – whether to link the business and technology sides of the organization, or to connect Administaff with its outside partners.

"When you enter into a relationship with someone like SunGard," John says, "they can only meet your needs if you clearly express them. There's also an internal communications challenge. The advantage of the SunGard products is that they offer a great deal of power and flexibility – so much so that it requires a dedicated effort to make people aware of their full capabilities."

THE SUNGARD SOLUTION: OMNIPLUS

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