



SUNGARD
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Tracy
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TRACY TSAMOUTALIDIS IS A REGIONAL CASE MANAGER (READ: TROUBLESHOOTER) FOR THE GROUP PENSIONS DEPARTMENT AT THE GUARDIAN LIFE INSURANCE COMPANY IN BETHLEHEM, PENNSYLVANIA. WHEN ON THE TRAIL OF MISSING DETAILS OR PAYMENTS GONE ASTRAY, OMNIPLUS IS AT HER SIDE



PENNSYLVANIA



BETHLEHEM

For Tracy Tsamoutalidis, a successful day at work is all about getting the details right. Tracy works in the group pensions area at Guardian Life Insurance Company. As a regional case manager in the firm's Bethlehem, Pennsylvania, service center, she is a senior staff member interacting with employers who have 401(k) plans with Guardian, and often with third-party administrators.

"We enroll participants, process contributions, and produce statements," she explains. "We also take care of any corrective processing." Which is to say that Tracy and her colleagues untangle the knots that form when errors – even small ones – find their way into complex financial processes. If your IRA is accurate and up-to-date, it's probably because someone like Tracy is doing her job well.

A TYPICAL DAY

Tracy usually starts her day at about 7:30 a.m., using the interval before official business hours to get a headstart on the tasks awaiting her. This can include coordinating with agents in field offices to bring new participants online; making proactive check-in calls to new and long-term customers to ensure that their participation in the plan is as easy and efficient as possible; and, of course, solving problems.

It also includes working closely with a team of colleagues. This team includes two call reps, who handle the majority of incoming

requests, and three research analysts, who follow up on any questions that the reps can't answer immediately. Tracy deals with "escalated calls" – the issues the researchers are unable to resolve.

"If there's a question that a research person can't settle in three calls, it comes to me," Tracy explains. "In general, the more complicated something is, the more likely it is to land on my desk."

So exactly what sort of messes does Tracy deal with? "Well, for example," she says, "I have been working to resolve a problem that a third-party administrator called to our attention. It seems that one of our plan owners has been directing their loan payments to the wrong source. These payments come back to us when participants borrow

HOME LIFE

FAMILY: "I live with my husband and our son and daughter: Vasilis, who is three years old, and Alexia, who is five months old."

HOME: "We live here in Bethlehem. My husband is a chiropractor with a home office. That's downstairs, and we're upstairs."

EDUCATION: Degree in business management from Rutgers University.

HOMETOWN: "I'm originally from Bethlehem. You always want to get away from your hometown, but now that I have children, it's nice to be close to our families."

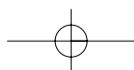
PASTIMES: "I spend most of my free time with my family. My older son loves to go to the park. We do that and other outdoor things."

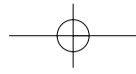
EXERCISE: "I can't really say that I like to exercise, but I do have a tendency to walk very fast around the office!"

VACATION: "My next one will be to Greece, which is where my husband was born."

CHILDHOOD DREAM: "I was always interested in home decorating, and if I get a block of time I still like to do projects like that – redoing furniture, for instance."

CURRENT DREAM: "To be a stay-at-home mom with an in-home business or working with my husband in his office."





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TRACY DEALS WITH "ESCALATED CALLS" – THE ISSUES THE RESEARCHERS ARE UNABLE TO RESOLVE. "IF THERE'S A QUESTION THAT A RESEARCH PERSON CAN'T SETTLE IN THREE CALLS, IT COMES TO ME. IN GENERAL, THE MORE COMPLICATED SOMETHING IS, THE MORE LIKELY IT IS TO LAND ON MY DESK"



against their 401(k)s, and, in this case, they were going into the pre-tax source instead of the employer discretionary. In other words, they actually borrowed money from their employer's contribution, not their own, and that's where it needed to be repaid."

Resolving problems like this takes the majority of Tracy's time, and the structure of her day needs to stay flexible so that she can respond quickly as issues arise. "By 10:00 or 10:30 I've prioritized everything, reviewed the outstanding issues, and responded to a ton of e-mails," Tracy says. From that point on, she spends her day working on pending projects, reacting to questions that come her way, and also trying to squeeze in some proactive customer calls – five per day is the target. "The atmosphere is hectic," Tracy says, "and I like that. It makes the day go fast."

TECHNOLOGY TOOLS

Tracy and her team rely on three key software applications to do their work. The first is an imaging system used to digitize all the paper documents that flow through their operation. "This basically gives us an easy-to-search archive," Tracy says. "If we need to go back and verify some original piece of documentation, such as an allocation sheet from several years ago that's causing a problem, we can do that." The second key tool is a work-log system that the customer service staff use to record and track their contacts. "Every inquiry, every response and every pending issue is there to see," Tracy says. "If you need to pick up a conversation that someone else began, you can check the log."

The third, and possibly most important, tool the team employs is OmniPlus, SunGard's administrative system for defined contribution plans – the group pensions department's central recordkeeping solution. "The first thing we do with any call is pull up

WORK LIFE

BUSINESS HOURS: "Officially 8:30 a.m. to 5:15 p.m., but I usually start a bit earlier".

NICKNAME: "They call me 'TT' or 'Tracy Someone-to-Lead-Us'. It's a little trick for pronouncing my last name."

COMMUTE: "It's about 10-minute drive – very easy."

LUNCH: "I eat at my desk, read and touch base with my family. Today I have rice, a nectarine and pretzels."

E-MAILS PER DAY: Around 30.

PHONE CALLS PER DAY: 20–25.

DESK HYGIENE: "I keep it neat – that's very important. I can't let things get mixed up."

OFFICE: "I have a little cubicle. I can see my neighbors in my aisle, but there are dividers between aisles. We are all together on one floor in an industrial park."

OFFICE DÉCOR: "I have pictures of my family and reminder notes plastered all over. That's the only unusual thing, apart from the length of my nameplate."

DRESS CODE: Business casual, with Fridays as dress-down days.

OFFICE CULTURE: "Our group is very close and friendly – we joke a lot."

the Omni screen," Tracy says. "It shows us the history on the account, the contributions, withdrawals, loans and repayments. It's the complete record." OmniPlus also generates customer statements and feeds data to Guardian's two customer service Web sites for 401(k)s – one serving participants, and the other plan administrators.

As Tracy says, "OmniPlus is pretty much the starting-point for everything we do."

THE SUNGARD SOLUTION: OMNIPLUS

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