

Houston Police Officers' Pension System

Police pension delivers excellence in custodial fund management

The Challenge

The Houston Police Officers' Pension System (HPOPS) manages annuities for thousands of officers in the fourth largest city in the U.S. Each officer's benefits and financial records require storage for long periods of time, from enrollment through retirement and beyond. For HPOPS, it's not just about managing money, they take pride in offering members peace of mind knowing their pension benefits are safe and secure.

As time went on, searching through both paper and electronic files to find necessary information resulted in process bottlenecks and headaches. HPOPS needed tighter controls over document storage and workflow processing to maintain excellence in custodial fund management.

"We were ready to grow and our old system wasn't ready to grow with us. With OnBase, we know we have a solution that's right for us today – and tomorrow."

– Eric Olson, Director of Administration, Houston Police Officers' Pension System

The Solution

Instead of investing more time and energy into their existing ECM supplier, HPOPS realized it would become more effective with a different solution that easily integrated with the existing infrastructure, making managing records less painful.

"We were ready to grow and our old system wasn't ready to grow with us," says Eric Olson, HPOPS director of administration. "We wanted something that would be around for the long-haul." The OnBase ECM solution made it easy to match software to business needs.

Before implementing OnBase, HPOPS struggled with managing member information electronically. Users jumped between systems and electronic folders to transcribe member calls and calculate financials. Aside from juggling multiple business programs, locating the proper file was



CUSTOMER

Houston Police Officers' Pension System

INDUSTRY

Government — Pension Systems

SIZE

7,000 members

LOCATION

Houston, Texas

ONBASE INTEGRATIONS

Microsoft Outlook


Xerox MFP

DEPARTMENTS USING ONBASE

Fund managers

Pensions

Records Management



As the number of incoming records increased daily, HPOPS knew that automating common form-related requests was necessary to meet their 24-hour operational service goal.

another challenge to collect the necessary information. “Everything was put into one big electronic folder full of customer information organized by name,” says Stephen Shalagan, records manager. “For the first couple of years there are five pages in the file, but after a decade there are 600.” Looking for a single record was tedious and time consuming. With OnBase, information retrieval is easy. Instead of searching several different programs, HPOPS stores records in the OnBase content repository where users locate the right file in seconds by searching for any one of each member’s unique identifiers.

For most pension funds, receiving loads of paper through the mail is unavoidable. Correspondence is crucial for effective fund management and it all needs to be printed, signed and stamped for certification before it’s scanned and saved for historical purposes. As the number of incoming records increased daily, HPOPS knew that automating common form-related requests was necessary to meet their 24-hour operational service goal. OnBase reduces the stress and errors associated with manually processing repetitive business requests. According to Olson, “Almost 100 percent of our benefits processes run through workflow. When mail comes in, it doesn’t go to peoples’ desks. Documents are scanned in and either kick-off a workflow or land in an inbox for electronic signature.”

Members save time sending electronic requests to HPOPS over a secure website when it’s convenient for them – day or night. As a result, HPOPS saves on postage and other hardcopy costs by offering commonly requested forms online. With the right workflow tools, HPOPS is sure to meet its 24-hour turnaround goal, all while improving customer satisfaction.

Security and confidentiality are of utmost importance to fund managers because they undergo periodic audits from governing agencies. To maintain compliance and avoid costly fines, the fund manager ensures strict custodial care over the integrity of members’ records. The OnBase audit trail tracks and stores everything about a document, from who created it to who changed it and everything in between. The best part is the audit trail is tied to the document for life, saving time and eliminating costly professional services fees. Reports are easily created and provide management with insight into where accounts stand at any point in the process.

The Difference

Improves customer response time by integrating with in-house systems: By combining existing programs with OnBase, staff now find information in seconds.

Increases productivity with powerful tools to pinpoint information fast: Repetitive and manual benefits processes have been automated so HPOPS now provides faster, more accurate results to members.

Speeds audits by offering immediate information access: The audit trail helps HPOPS avoid costly fines and professional service fees while helping maintain compliance.

Learn more at OnBase.com/Government »