Case Study

InRule® Modernizes Pension Benefits Portal for Midwestern State's Municipal Retirement Fund

A Midwestern's state municipal retirement fund provides local government and school district employees with a system for the payment of retirement, disability, and death benefits. In 2017, the retirement fund served more than 3,000 employers and has approximately $33 billion in assets.

THE CHALLENGE

In early 2015, the state's retirement fund management systems were more than 20 years old. This led the state to compose a modernization program introducing new processes and technologies to ensure delivery of superior customer service today and into the future.

SOLUTION

The state selected Deloitte's Pension Administration Solution (DPAS) to power their pension system. DPAS uses InRule's business rules management system (BRMS) for complex calculations and the configurability needed to meet the individual needs of public pension organizations. The DPAS system is also used as the platform for several other state-based pension systems. A key component of this modernization effort was replacement of the ILOG business rules engine in the DPAS system with InRule. In addition, InRule also needed to integrate into Microsoft Dynamics®, the CRM deployed by the state. These technologies needed to integrate for benefit calculations and other business logic intensive processes.

RESULTS

In November 2016, the state launched DPAS, powered by InRule and integrated with Microsoft Dynamics. This solution modernized the state's pension and retirement management system. By using DPAS, the state can now calculate benefits for more than 3,000 employees faster than ever before. Additionally, the new system will scale as the organization grows its employee base. This modern pension system allows the state to provide the superior customer service its employees expect from the organization.

"The support we received from InRule surpassed our expectations, the project would not have been a success without their help."

*Project Manager,
Midwestern State's Municipal
Retirement Fund*

inrule

LESSONS LEARNED

Among the many lessons learned throughout this modernization project, the state realized the power of combining proven technologies. By adding InRule and Microsoft Dynamics CRM to the DPAS system, the state modernized its pension portal while maintaining its commitment to delivering a superior customer experience.

93% of InRule customers would recommend InRule to a colleague.

This organization is one of hundreds of successful InRule User Community Members. Learn more about how InRule saves its customers an average of $869,696 and why 93% would recommend us to a colleague. Visit http://www.inrule.com/resource/value-of-inrule.