

## Benefits Administration System Serves GSA Personnel

*Cost-effective solutions for the U.S. General Services Administration (GSA)*



### Solutions That Produce Results

MS Technologies designed, developed, implemented and currently maintains the Benefits Administration System for over 15,000 GSA employees.

This system is available 24 hours a day, 7 days a week to GSA employees to access their benefits information.

## Situation

Prior to the introduction of *BAS2000*, the U.S. General Services Administration had to process benefit packages for their workers and address questions with limited automation tools.

## Challenge

Develop an easy-to-use, low-cost benefits administration system and provide a 24x7 solution for GSA workers to interactively access benefits via a touch-tone telephone. The new solution must interface with the existing automated infrastructure.

## Response

*BAS2000* provides GSA with an Employee Benefits System that allows employees nationwide to access annual personalized benefit statements either via the GSA's Intranet and/or Interactive Voice Response (IVR) system using a touch-tone telephone. The IVR Benefit Line application answers calls on a 24x7 basis permitting employees to enter their PIN to interact with the system and receive specific information as well as general benefit information without the assistance of a customer service representative.

The IVR and Intranet solution developed by MS Technologies provides:

- Personalized benefits statements to 15,000 employees annually
- Employees to access a variety of specific benefits information
- Privacy of information through personalized PIN & other authentication
- Privacy of information through IVR with fax-back capability with PIN
- Ease-of-use with a Graphical User Interface on the Intranet
- Ad hoc management reports

The system has provided superior 24x7 customer service by allowing most employees to interact with their benefits information without the need for assistance by customer service representatives. This has streamlined the overall process and allowed improved operating efficiencies.

## Technology

- PBX Switch: AT&T
- Network Server: Microsoft Windows 2003
- Database: Oracle v 9.1, SQL 2000
- Communications: TCP/IP, FTP
- Workstations: Microsoft Windows 2000/XP

## Getting Results

The GSA is able to manage its employee benefits workload with greater efficiency and provide superior customer service while reducing overall operating costs.

Such systems are at the top of the President's agenda to provide *"a citizen-centered, results oriented, and market-based Government"*.

The technology behind the solution is also readily applicable to any benefits management system. This permits application development time to be substantially reduced while customization can be performed quickly within a proven solution framework.

## Contact

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