**Chuck Ritzke, FSA, MAAA**
**Phone: 847-551-1600**
**Cell: 847-322-5007**
**Chuck.Ritzke@ProblemSolvingEnterprises.com**

## Software: Streamlined Processes

We were working with a major insurance company on various projects. One line of business was variable life and annuities. They had many different plans with many different underlying funds, all of which were subject to constant change and revisions gathered from many different funds and fund managers. The variable products required historical performance return calculations for a number of different purposes. They were building sales software that illustrated asset allocation, dollar-cost averaging, retirement planning, retirement savings, etc. They had voice-response technology that could be used by customers to get the latest return information. They had to comply with various SEC filings and prospectus requirements of fund performance/expense information. And they needed to maintain monthly historical performance reports to publish on their website and deliver to customers.

The problem was that their administrative systems could not deliver all of the calculations for all of these disparate purposes. As a result, there were many disjointed manual processes to calculate and maintain various software and reporting needs. Much of this was left to their finance and accounting departments where they did not have the resources to do all these calculations on a timely and efficient basis. The process was ripe for ongoing errors, inconsistencies and high costs. In particular, the monthly historical performance reports took as long as three weeks to produce using several resources.

We were asked to complete the retirement planning software project that had stalled. In the process, we identified an additional need for variable performance calculations. We developed a software process to get monthly feeds from the administrative system and automatically generate all the reports and data needed for the retirement software, voice response, SEC reports and customer historical performance reports. As a result they had a single source for all calculations which ensured consistency, eliminated errors and made updates and revisions to funds more efficient. The new process replaced their cumbersome three week process and provides all of the various data and reports needed in a timely manner. The new process takes under an hour from the time we receive the monthly extract from the administrative system and vastly improves their overall productivity and efficiency.