



# Open Access Limited

Financial services provider lowers costs, speeds forms processing, and offers customers quick access to personalized account information using Adobe® solutions

**Open Access Limited**

- Provider of complete outsourcing solution for group retirement plans and defined contribution pension plans
- Location: Toronto, Ontario, Canada
- Employees: 40
- Founded: 1997
- [www.openaccessltd.com](http://www.openaccessltd.com)

**Industry**

Financial Services

**Solution**

- Account Setup
- Application Processing

**Products Used**

- Adobe Output Designer
- Adobe Central Pro Output Server
- Adobe Web Output Pak
- Microsoft® SQL Server Database

## Company Profile

Open Access® Limited (OAL™) provides corporate clients (plan sponsors) with a complete outsourcing solution for group retirement plans and defined contribution pension plans. OAL's systems combine pension record keeping, trust accounting, and mutual fund dealer functionality into one system.

## Challenges Faced

**Streamline plan administration**

Handling maintenance on pension plans can drain administrative resources. Every account change, such as new hires or altering contributions, requires that appropriate forms be processed. In some cases, it might take weeks for participants to make changes to plans, due to delays in locating, completing, and mailing forms. Further delays can result as OAL staff enter and verify account information. By eliminating manual workflows for processing account changes and information delivery, OAL can lower administrative costs and improve client services.

**Reduce corporate fiduciary risks**

Giving plan participants more control in determining fund investments and better access to information increases their satisfaction with plans and helps minimize the plan sponsors' fiduciary risks. To accomplish this, OAL must quickly deliver updated account information and handle requests from plan participants wanting to tailor their investment strategies. OAL must also adhere to regulations governing account maintenance and content in plan documents. Traditionally, this has been difficult because most technologies automate only limited tasks, such as printing statements, and don't address integrated electronic workflows for information processing and publishing.

**Deliver customized account materials to participants**

OAL wanted to avoid the situation faced by many financial service providers: delivering identical packets of account information to all plan participants, regardless of their individual investment plans. For OAL, the challenge was to limit reliance on static paper materials and automate document creation in a secure environment that enabled staff, plan sponsors, and plan participants to dynamically create account materials on demand.

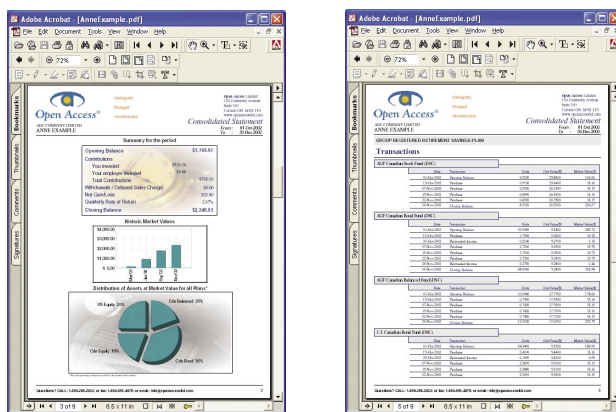
## Success Strategy

OAL developed a powerful data processing and custom publishing application built on Adobe software, including Adobe Output Designer, Central Pro Output Server, and Web Output Pak.

The Adobe solutions enable OAL to go beyond traditional online pension plan services that offer limited electronic viewing of account information. OAL staff and plan participants can use a Web-based application to generate enrollment application forms, customized account statements, and other materials on demand in Adobe Portable



OAL's data processing and custom publishing application is built on Adobe software. OAL staff and plan participants can use the Web-based application to generate and customize retirement plan materials on demand in Adobe PDF. Plan participants can also enroll in or make changes to existing pension plans by completing application forms online.



"With Adobe server software, we're more responsive to plan sponsors and participants, and our ability to generate richly formatted, custom documents has improved tenfold."

Sean Dalley,  
Manager of information  
technology,  
Open Access Limited

Document Format (PDF). Plan participants can enroll in or make changes to existing pension plans by completing application forms online.

The Adobe solutions also speed the creation of quarterly account statements by enabling OAL staff to automatically pull account data from a database and import it into Adobe PDF templates to create electronic statements that look exactly like statements previously available only on paper.

"Unlike other data processing and publishing applications, the Adobe software allows our clients and us to instantly create customized account materials with investment details and other valuable information delivered in richly formatted documents," says Sean Dalley, manager of information technology at OAL.

## Business Benefits

- Greater employee control over pension plans
- Faster delivery of customized account information
- Improved adherence to government requirements
- Reduced administration costs and faster data processing

With Adobe software, OAL staff can respond faster to requests from plan sponsors and participants. At the same time, plan participants enjoy improved access to customized plan information and more control over how their investments are managed—two critical benefits for plan sponsors wanting to ensure participants are satisfied with their pension plans.

For OAL, the advantages are clear. When OAL's client base jumped from 8,000 to 27,000 clients after the firm acquired another service provider, the projected time needed to produce quarterly statements would have increased from a few days to more than two weeks. With the Adobe server solutions, OAL succeeded in producing all 27,000 statements in only 12 hours. This efficiency translates into significant savings quarterly.

The Adobe server software also helps OAL adhere to government regulations for delivering materials, maintaining accounts, and controlling document content. For example, the ability to reuse XML content across plan documents helps ensure that materials contain consistent, accurate information. In addition, OAL staff can quickly generate reports in Adobe PDF that outline all or part of plan participants' portfolios.

"We can handle more work, without big jumps in administrative costs," Dalley says. "With Adobe server software, we're more responsive to plan sponsors and participants, and our ability to generate richly formatted, custom documents has improved tenfold."

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