

SUCCESS STORY

COMPANY

Tax Sheltered
Compensation, Inc.

- Provider of retirement plan administration solutions.
- Location: Edina, Minnesota
- Founded: 1966

www.tsc401k.com

INDUSTRY

Finance

SOLUTIONS

- Automatic form-filling from a database
- Document and information security

PRODUCT (S) USED

- activePDF Toolkit
- Microsoft® SQL Server Database



Tax Sheltered Compensation, Inc.

Tax Sheltered Compensation, Inc. (TSC) Uses activePDF Solutions to Provide Customized 401(k) Forms on Demand and Eliminate More Than 14,000 Pages of Paper Waste Annually.

Company Overview

Founded in 1966, TSC is the largest independent 401(k) administration firm in the Upper Midwest, providing expert consulting, design and administration services to businesses throughout the United States. Trusted by thousands of qualified plan sponsors, TSC makes maintaining successful corporate retirement plans easy.

Business Challenge

Automate Form Generation

As part of their comprehensive services, TSC provides customized forms and worksheets for 401(k) administration, tailored to each client's specific retirement plan. Originally, these personalized documents were created in a standard word processing application, requiring TSC employees to manually enter data for each client, such as the company and plan names, into the appropriate form template. However, as TSC's client list expanded to include thousands of businesses, the time required to create customized forms became unreasonable and the need for an automated process was clear. Developers at TSC quickly created a solution using Microsoft® Word's Mail Merge feature, which allowed them to automatically populate a Word template with the client's information from the TSC database. Using this procedure, TSC employees could create the required forms with just a few clicks, and then send the resultant documents to the appropriate client via email or standard mail.

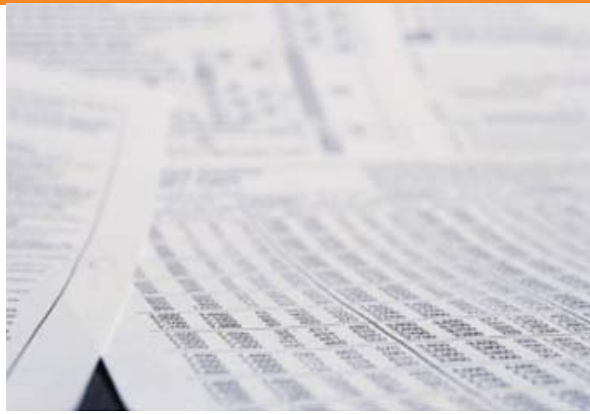
Build a Robust, Online Customer Experience

While the mail merge solution alleviated the original issue of streamlining report creation, the development team saw that there was still room for improvement in the process. "Our business processes for the most part consisted of email and standard mail communications, neither of which were as secure as an encrypted website can provide," recalls Dean Schwientek, Network Systems Administrator for TSC. "We needed to take it to the next step, but were unsure of how that could be accomplished or what resources were out there to provide it." The existing TSC site allowed clients to log in and send sensitive information to TSC, such as new employee details or plan changes, but Schwientek and his team wanted to expand this to allow clients to download the customized forms at their convenience. Recognizing that the mail merge solution could not provide the flexibility required for integration into the existing website and that the forms would need to be generated in a universal format to ensure client accessibility, the developers decided to transition to PDF forms, due to the format's platform independence and the ubiquity of PDF viewers. As free PDF viewers typically do not enable form-filling, the solution would need to allow forms to be dynamically populated with database data on the TSC servers, without requiring the end user to download or buy additional software.

Client Testimonial

"It can be tough for a small IT department to stay on top of the latest technology and achieve the goals in place when you are working within a budget and have a limited labor force. activePDF Toolkit helped us to achieve a goal that we had struggled with for quite some time."

Dean Schwientek, Network Systems Administrator, Tax Sheltered Compensation, Inc.



"Using activePDF Toolkit to generate documents on-the-fly has really helped our company take a giant leap into achieving a paperless office."

Dean Schwientek,
Network Systems Administrator,
Tax Sheltered Compensation, Inc.

activePDF Solution

The team evaluated a number of server-side PDF generators before selecting activePDF Toolkit. "They were not efficient to work with," Schwientek said, describing some of the other products tested, "they did not have the type of flexibility I was looking for." Shortly after selecting Toolkit for its unique form-filling capabilities and available support services, the TSC developers were able to integrate a dynamic PDF generation process into their existing website.

Using Toolkit, the team first created blank PDF templates for each type of plan on the TSC server. Now, when a client logs in to the TSC website, they are provided with a list of forms for use in maintaining their specially customized retirement plan. If a client selects a form from the list, the TSC database is queried for the client's company and unique plan information, which Toolkit then uses to populate the appropriate form template, delivering the resultant PDF to the user's browser almost instantly. In addition to 40 form templates available via the website, the development team also employed Toolkit in creating an electronic version of their annual client plan questionnaire, which was previously printed and mailed to each customer. Clients can now complete the survey from the TSC website via an HTML form and, upon clicking submit, generate a PDF version of the completed questionnaire that is automatically sent to TSC and can be saved by the client for their own records.

Results

TSC now uses activePDF Toolkit to provide their clients with instant access to the forms they need to manage their retirement plans, as well as implement an electronic version of their annual customer questionnaire. Using Toolkit with their secure website, TSC has:

- Eliminated the time required to manually create customized forms for nearly 1,800 unique retirement plans
- Increased client satisfaction through the on demand availability of important documents
- Eliminated the resources required to print and mail customer questionnaires, reducing the company's paper waste by approximately 14,000 pages each year

TSC is thrilled with the results yielded by the automated form generation solution and the transition to electronic documents for a majority of their communications. "Using activePDF Toolkit to generate documents on-the-fly has really helped our company take a giant leap into achieving a paperless office," states Schwientek. "It has saved our employees countless hours of document preparation." The web-based process has also been well-received by TSC customers, who are now able to obtain the forms needed to manage their 401(k) plans with just a few clicks. "Many of our clients have provided very positive feedback and have been impressed by the improvement of our web presence and forms that we have made available," says Schwientek, adding, "it can be tough for a small IT department to stay on top of the latest technology and achieve the goals in place when you are working within a budget and have a limited labor force. activePDF Toolkit helped us to achieve a goal that we had struggled with for quite some time."

About activePDF

27405 Puerta Real, Suite 100, Mission Viejo, CA 92691 - (866) GOTO PDF
www.activepdf.com - sales@activepdf.com

