



## Case Study #305

### Financial Services Company

**Challenge:** Provide customers with online access to their 401(k) statements.

**Solution:** Online presentation of 401(k) statements that was responsive and cost effective.

This multibillion dollar company provides a wide range of financial service products to millions of clients in more than 19 countries. They needed the capability to process and present online more than 45 million pages of 401(k) information annually.

Data Impact was able to offer this company better service at a cost savings of more than 30%, while giving them more secure compliance with SEC mandates on information retention and disaster recovery.

Data Impact provides seven separate, secure portals through which different customer constituencies access their data. These branded portals are faster and more customer friendly than what was previously available, thus reducing customer service complaints and enhancing the company's image of providing first-class service.

#### Benefits

- A savings of more than 30% on hosting, and more than 60% on per-page processing fees
- Clients self-serve on many inquiries, reducing customer service costs
- Clients can easily view any statement at any time
- Data Impact provides storage, security, retention, and disaster recovery that is all fully compliant with all SEC and other legal mandates

## **Analysis**

This major financial services company chose Data Impact because of our ability to deliver better service at lower cost.

The financial services industry is heavily regulated. Full compliance with all SEC requirements was an absolute necessity. This company found that Data Impact was able to deliver the solution it needed to meet all of its obligations on security, information retention, and disaster recovery.