

The background of the entire slide is a photograph showing the hands and forearms of two people in business attire shaking hands. The person on the left is wearing a white shirt, and the person on the right is wearing a dark suit jacket. The handshake is the central focus of the image, symbolizing agreement or partnership. The lighting is bright and soft, coming from the left side.

**Neosurance™**

**sagitec**

## Unemployment Insurance Tax and Benefits Solution

KEY BUSINESS BENEFITS

# Neosurance™ UI Tax and Benefits Solution

## A Comprehensive Unemployment Insurance Solution Built on an Evolutionary Software Platform

Sagitec presents Neosurance™ – a fully integrated, browser-based solution providing comprehensive functionality for Unemployment Insurance (UI) Tax and Benefits administration. Neosurance™ can be configured to match any particular set of UI benefit programs or business processes and is easily tailored to meet your unique needs without complex software programming. Even better, the Neosurance™ solution is built atop Sagitec's software Framework, meaning it has unprecedented flexibility to evolve along with your organization, incorporating new features and functions as you see fit.

Neosurance™ was designed by industry veterans to dramatically improve every aspect of your UI agency. It helps you consolidate relevant UI information for better decision making. It delivers more accurate and timely data to improve business processes. It enables comprehensive self-service features to reduce paper processing. And it reengineers business processes to reduce cost and improve agency performance.

You'll discover that using Neosurance™ is as straightforward as it gets. Everything from adding new benefit programs, changing business rules, affiliating agents with employers, registering employers and agents, submitting wages, making payments, submitting claims, and managing workloads can be done by business staff and administrators.

## Dramatically improve your agency's processing efficiency, data accuracy, and customer service capabilities

### Improve Flexibility

A powerful business rules engine allows you to configure the application rather than use complex software programming to meet your new business requirements. These features allow you to adapt to changes in state and federal policy and law quickly and without the need for costly vendor support.

### Improve Fact Finding

Collect fact finding from both the employer and claimant during the initial and continued claims process. The solution includes an intelligent questionnaire framework that can be easily customized to collect the information the UI Agency needs to make eligibility decisions. This feature improves the accuracy and efficiency of downstream processes, such as adjudication, allowing you to significantly reduce your issue backlog and adjudication timeliness by providing real-time information for decision making.

### Improve Self-Service Processing

Delivers comprehensive self-service portals for claimants, employers and agents. These easy-to-use, intuitive self-service portals enable stakeholders to independently manage their accounts. These features allow us to attain 80-100% self-service adoption rates, improving your agency's efficiency and self-service capabilities.

### Reduce Overpayments

A comprehensive predictive fraud model identifies fraud trends and data anomalies before they occur. The solution also includes cross-match of data sources to identify fraud and overpayments.

### Improve Agency Performance

Sophisticated dashboards monitor agency performance and reengineered business processes improve Federal Performance Measures, including first payment timeliness and appeals timeliness.

### Improve Business Process Efficiency

Achieve significant self-service adoption rates resulting in less paper processing and improved business process efficiency. Enhanced tools for your staff will help you better serve customers. For example, the best practices incorporated into Neosurance™ will allow you to improve the efficiency of adjudication processing by over 100 percent.

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## FEATURING

### Dashboards (Composite Views)

Provides holistic, 360-degree views of claimants, employers, and agents on a single screen. Dashboards link summary information, personalizes screens based on user preferences, and enables users to navigate to multiple areas of the system with a single click.

### Multi-Record Selects

Groups requests and processes them as a single body of work. Neosurance™ makes this easy with a multi-record select feature that reduces search time. Enables users to navigate between “previous” and “next” records with a simple push of a button.

### Advanced Search Capabilities

Provides users with enormous power and flexibility through advanced search capabilities. Saves search elements on a search screen with configurable parameters so users can return repeatedly to personalized searches.

### Export to Excel

Places the power of data analysis at users’ fingertips with ad hoc reporting capability. Users are able to retrieve custom data sets and export them instantly to Microsoft Excel from any ‘lookup’ screen in the system.

### Integrated Training & Help Support

Provides users access to relevant training materials, videos and help documentation from most screens in the system.

### Multi-Lingual Support

Screens, buttons, commands, and more can be translated into multiple languages to support both internal and external users.

### Intuitive GUI

Learn how to use one Neosurance™ screen and you’ve learned how to use them all. Reduces the learning curve for new users with intuitive design and rewards experienced staff with faster processing.

### Record Locking

Provides users the ability to ‘lock on’ to a specific claimant employer or agent in the system. Presents only data and actions applicable to the claimant, employer or agent selected by the user.

### ADA Compliance

The Neosurance™ software interface was designed in full compliance with the accessibility standards established by Section 508 of the Rehabilitation Act.

### Smart Navigation

Never loses track of where you are or where you’ve been in the Neosurance system. Automatically generates a history of screen clicks during each user session and enables users to navigate back in a single click. Also, provides the ability to view screens side-by-side.

### Improve Communications

Alerts and messages allow the UI agency to remind claimants, employers and TPAs about next steps thereby reducing calls and unnecessary issues and to notify them with important messages and have confirmation of receipt.

### Simplify Processes

Application wizards lead staff, claimants, employers and TPAs through complex business processes to help reduce mistakes, confusion, the need for training, and most importantly give your customers confidence in the system thereby increasing acceptance and system adoption.

**Neosurance™ offers multi-channel access and can integrate with your other third-party systems.**



Our proven experience and track record makes Sagitec a rare UI solution provider in the market today. We invite you to share your vision with us.

**We will drive it into action.**

*“We are excited about the new tax system and the early results we are seeing. This system gives employers more access to their accounts and is easy to navigate. It was a pleasure partnering with Sagitec in the implementation of this system that gives South Carolina businesses a state-of-the-art self-service portal in which to file their wage reports and contributions. The system will ensure South Carolina and its businesses stay in compliance with federal regulations.”*

– Jamie Suber, Assistant Executive Director, Head of the Unemployment Insurance Division  
South Carolina Department of Employment and Workforce (SCDEW)

#### About Sagitec

Sagitec Solutions is a growing global software and IT company that designs and delivers tailor-made unemployment insurance, pension, provident fund, and health and life sciences software solutions to clients of all sizes. Understanding that a dynamic world requires dynamic technology, Sagitec offers solutions that are highly configurable and extensible by nature. With deep industry experience in software implementation and systems integration, project management, consulting, hosting and software support, Sagitec is a partner clients can trust to deliver mission-critical IT projects. Sagitec has multiple office locations and is headquartered in Saint Paul, Minnesota. Learn more at [www.sagitec.com](http://www.sagitec.com).



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