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# TMRS Pension Administration System

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# Agenda

- Pension Administration System (PAS) Overview
- Components
- Technical Platform
- Challenges
- Summary & Next Steps

# PAS Overview

## **City Contribution System**

Used by internal staff to manage and process city and member contribution funds. Developed by TMRS staff.

## **NextGen MBS**

Used by internal staff to manage city plan provisions, member account information, and retiree information. Developed by TMRS staff with assistance from software development firm.

## **TMRSDirect**

Strategic initiative to implement customer service features and integrate via straight-through-processing with PAS.

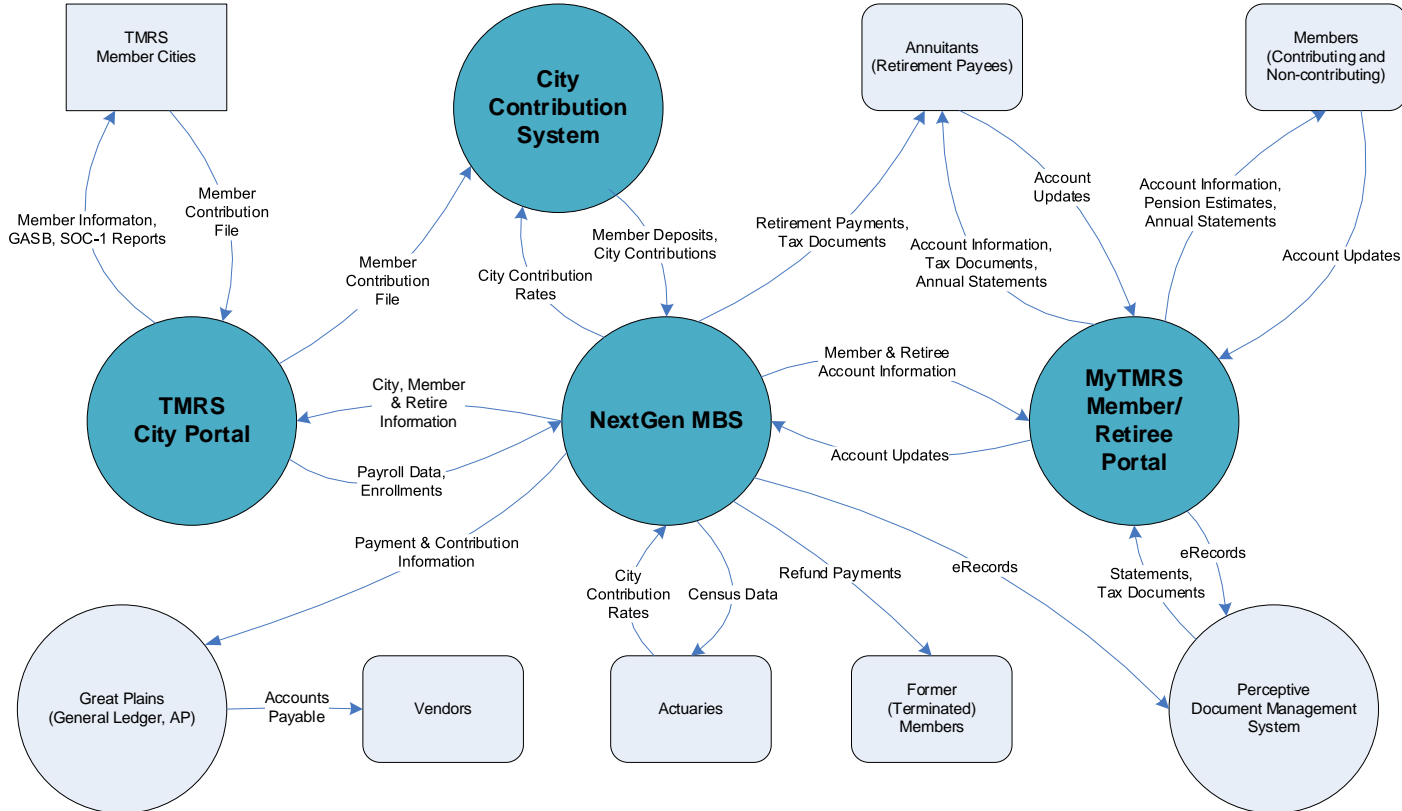
- **MyTMRS Member / Retiree Portal**

Used by members and retirees to access and update account information. Developed by TMRS staff.

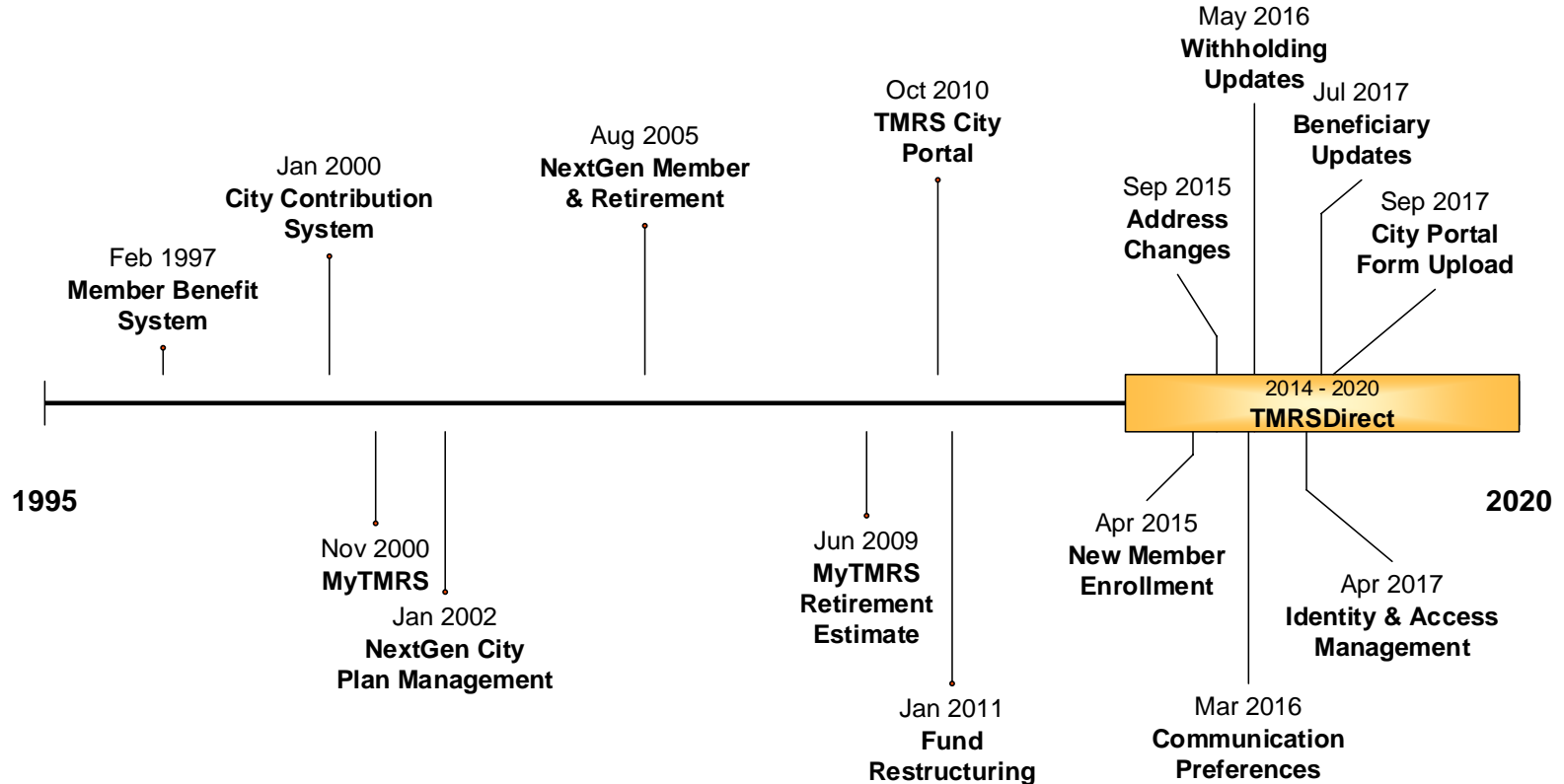
- **TMRS City Portal**

Used by city administrative staff to enroll new members, upload contribution data, and access member account information. Developed by TMRS staff.

# TMRS Pension Administration System



# PAS Timeline



# PAS Components

- City Contribution System
- MyTMRS Member / Retiree Portal
- NextGen MBS City Plan Management
- NextGen MBS Member / Retirement
- TMRS City Portal

# City Contribution System

## Annual Processing

- \$1.2 Billion received from members and employers
- 10,866 individual employer contribution (payroll) reports
  - 6,332 received in electronic form (501 cities)
  - 4,534 received in paper form (374 cities)
- 1.25 Million individual member deposits processed
- 3 Standard file formats (112 file formats submitted by cities)

# MyTMRS Member / Retiree Portal

**Registered Users: 70,000 Active / 26,000 Retiree**

**Ability to Update:**

- Contact information
- Retiree withholding
- Beneficiary designations
- Communication preferences

**Access to:**

- Account balance
- Payment information
- Annual statements
- Retirement estimates
- Tax documents

**Additional functionality coming soon**

- Direct deposit changes (2018)
- Refund application (late 2018 / early 2019)
- Retirement application (2019)



# NextGen MBS: City Plan Management

## Repository for plan benefit features

- Deposit rate
- Matching ratio
- Vesting provisions
- Retirement eligibility
- Updated Service Credit
- Annuity increases
- Buy-Back
- Restricted Prior Service
- Military Service
- Supplemental Death Benefit
- Contribution rate (current)
- Contribution rate history
- Plan change history
- Notes regarding interactions with cities

# NextGen MBS: Member / Retirement

- Member enrollment
- Beneficiary management
- Payment management
  - Annuity
  - Refund
  - Partial Lump-sum Distributions
- Personal info management
  - Address
  - Email
- Updated Service Credit
- Special purchases
- Cost of Living Adjustments
- Pension estimates
- Retirement setup
- Death processing
- Divorce/QDRO processing
- Annual Statements
- Tax reporting
- HELPS – Healthcare Enhancement for Local Public Safety Officers

# TMRS City Portal

- 746 registered cities
- Secure web-based portal
  - User & role administration
  - Report generation (census data, SOC-1, retirement eligibility, service credits, beneficiaries, vesting)
  - New member enrollments
  - View member accounts within city
  - Generate retirement estimates for members
  - Upload files (payroll, forms, etc.)

# PAS Technical Platform

- Developed using mainstream software\*
  - Web browser-based interface
  - Written in Java
  - Oracle database
  - IBM WebSphere application server
  - Oracle application server
- Viable to support current needs & TMRSDirect initiative

\* Except City Contribution System, which is built on 30+ year-old client server technology

# PAS Updates & Maintenance

- Technical components updated routinely
  - Database Management System
  - Application servers
- On average, applications have been updated quarterly
  - New features
  - Bug fixes
  - Security enhancements
- Supported & enhanced by a 10 member software development team and 4 network/system administrators

# PAS Challenges

## City Contribution System

- Unsupported software
- Non-intuitive functionality
- Lack of self-service features

## MyTMRS & TMRS City Portal Security

- Improving security
- Maintaining customer service

## Centralized Domain Knowledge

- Historically, comprehensive business rules were known by a few employees
- Addressing through:
  - Knowledge transfer to business analysts
  - Formal business process documentation effort

# PAS Summary & Next Steps

- Viable solution to meet anticipated needs
  - Built on mainstream, modern technology
  - Provides the functionality needed by TMRS' Member Services and other departments
  - Enhanced self-service through TMRSDirect
- Next steps
  - Develop options for challenges we're working to address
  - Pension Administration System Assessment (Strategic Plan Goal 2a)
  - Obtain Board feedback / guidance on options

# Questions

