



# Improving Customer Service and Experience for PBGC







## Modernizing Retirement Benefits for Millions

GovCIO develops IT application and operations and maintenance programming to assist the the Pension Benefit Guaranty Corporation's (PBGC) Business Innovation Services Division (BISD) and the Office of Benefits Administration (OBA) in safeguarding the retirement benefits of over 31 million workers and retirees.



## Overview

GovCIO implemented complex IT modernization enhancements to increase cloud usage, reduce maintenance costs, and improve system flexibility and scalability. These efforts helped OBA address issues with their costly and unsecure legacy on-premises CRM systems. By concentrating on three key areas within OBA—Actuarial Technology Support Services (ATSS), Participant Management Technology Services (PMTS), and Enterprise Business Technology Services (EBTS)—GovCIO achieved its objectives to streamline processes, enhance end-user and customer engagement, foster collaboration between IT and business, and mitigate the risk of technology obsolescence.

### IT MODERNIZATION

To support business and IT objectives, GovCIO used Agile and DevSecOps to implement an Azure cloud-based Microsoft Dynamics Customer Service/CRM system. This state-of-the-art solution enables PBGC to increase automation and seamlessly integrate customer-facing applications with backend systems.

GovCIO enhances and supports PBGC's CRM capabilities through the Microsoft Dynamics Customer Service module, integrated with a Cisco and inGenius call management system. This solution, known as QuEST/MyPBA, tracks and manages interactions with callers and resolves benefits requests. QuEST serves as the master repository for customer information and interfaces with MyPBA, the portal where plan participants access and update their information, request benefits, and view payment details.



### SCAN THE CODE TO HEAR FROM OUR PBGC TEAM

Our Program Managers from Actuarial Technology Support Services, Participant Management Technology Services and Enterprise Business Technology Services share how our modernization efforts support the mission.





## Measuring Success

Our modernization efforts allowed us to successfully complete the modernization of the Benefits Calculations and Valuations (BCV) system on schedule and within budget. Key enhancements were made to participant management and benefits payment applications, including online benefit calculations for participants. Our approach consistently aligned with the customer's strategy, shared best practices across projects, maximized resource sharing, and mitigated risks to deliver effective and efficient solutions.



GovCIO is a rapidly growing provider of advanced technology solutions and digital services for the federal government. Combining our extensive federal experience with the latest innovations in IT and disruptive approaches, our experts develop comprehensive solutions to meet the most pressing demands of today's government agencies. From the U.S. military to Health and Human Services, we have an impressive track record of helping our customers optimize how they operate.

GovCIO is transforming government IT, empowering our federal customers to meet the challenges of today while building the government of tomorrow.

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