

# Universal Pensions, Inc., a BISYS Company

**Nation's leading retirement services firm speeds application processing with Adobe Acrobat, Adobe PDF, and e-signatures**

## PROFILE

- Provider of retirement consulting, services, and forms to the financial services community
- Headquarters: Brainerd, Wisconsin
- [www.universalpensions.com](http://www.universalpensions.com) and [www.bisys.com](http://www.bisys.com)

## BENEFITS SUMMARY

- Enhanced Acrobat 5.0 support for e-signatures enables UPI/BISYS to offer customers fully automated processing of forms.
- Interactive Adobe PDF forms, integrated with back-end databases, reduce data entry errors and speed application processing for UPI/BISYS products.
- Exact fidelity of Adobe PDF files with paper originals allows UPI/BISYS to replace paper plan documents with legally compliant electronic forms.
- Compact, platform- and application-independent Adobe PDF files allow UPI/BISYS to reach more customers with tailored, readily accessible information.
- UPI/BISYS customers save tens of thousands of dollars annually by replacing paper IRA and retirement plan forms with electronic forms in Adobe PDF.

Small businesses and individuals can now tackle the complicated forms associated with setting up retirement plans and IRAs, an area traditionally left to bankers skilled in financial legalese. Thanks to an innovative Web-based application from Universal Pensions, a BISYS Company (UPI/BISYS), the country's leading provider of retirement plan services and products, financial institutions and their customers have instant access to the forms needed to maintain compliance with government regulations for retirement plans and IRAs. The enabling technology: Adobe Acrobat 5.0 software and Adobe Portable Document Format (PDF) files.

### Faster, more convenient applications

When UPI/BISYS looked at how it could better service financial institutions wanting to offer its retirement plans and IRAs to customers, the resounding answer was to continue providing the same high-quality forms but make them available over the Web. Historically, small businesses and individuals had to drive to financial institutions—not necessarily close by—be interviewed by an agent, and then wait while forms were typed up or make a repeat visit.

UPI/BISYS customers, which include banks, credit unions, and brokerage houses, reasoned that Adobe PDF forms on the Web would save their customers time, enable them to expand their market share beyond immediate neighborhoods, and substantially cut paper-processing costs.

### Integrity of legal documents

After considering native application files, a proprietary file format, and HTML, UPI/BISYS

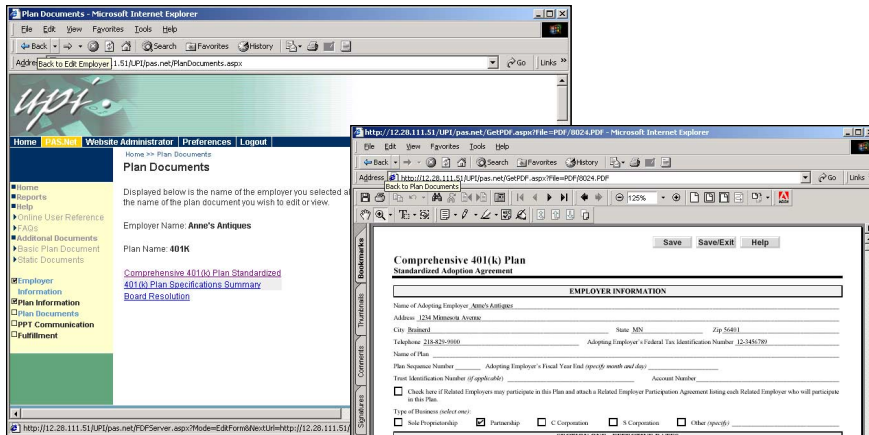
decided on Adobe PDF. Unlike native application files, Adobe PDF files look exactly like UPI/BISYS's original legal documents, which is essential, no matter what computer, application, or printer the user has. Adobe Acrobat was also the only application that could handle multi-page retirement plan forms. This contrasts with the proprietary formats that UPI/BISYS found garbled any form longer than five pages.

"It came down to quality, consistency, and document integrity," explains Todd Headlee, vice president and CIO of BISYS's retirement services in Brainerd. "For electronic forms, Adobe PDF is the de facto standard. Only Acrobat and Adobe PDF ensure that electronic documents look exactly like the originals." Adds Tom Anderson, executive vice president of BISYS' retirement services in Brainerd, "Logos, fonts, and other features of financial institutions' forms have to be perfect. Few industries are as image-conscious as the financial community. Adobe PDF guarantees that online forms project the high-quality image that financial institutions demand."

### Automatic population of forms

UPI/BISYS uses Adobe Photoshop® and Adobe Illustrator® software to create unique, branded retirement plan and IRA forms for customers. With Adobe Acrobat, UPI/BISYS converts the files to interactive forms in Adobe PDF, which are made available at [www.iraservicecenter.com](http://www.iraservicecenter.com). Financial institutions link the UPI/BISYS site to their own sites to offer plans and services to their customers.





**A Web-based financial application from Universal Pensions provides financial institutions and their customers with instant access to the forms needed to maintain compliance with government regulations for retirement plans and IRAs. Acrobat 5.0 and interactive Adobe PDF forms, integrated with back-end databases, reduce data entry errors and speed application processing for UPI/BISYS products.**

*“Digital signatures in Acrobat 5.0 support a truly automated workflow. Every stage of the process—from automatic forms population to final sign-off—can be handled electronically with Adobe Acrobat and Adobe PDF. It’s an important step in helping our customers and us realize the benefits of Web-based applications.”*

*Todd Headlee  
Vice president and CIO of  
retirement services  
UPI/BISYS*

Small businesses and individuals can sign up for retirement plans by visiting their financial institution’s Web site and completing a short questionnaire about their needs. Based on the answers, a custom software program, developed using the Adobe Acrobat application programming interface (API), assembles the necessary retirement documents and presents them to customers onscreen as completed Adobe PDF forms that can be edited as needed.

“By allowing customers to enter data into Adobe PDF forms and save it to an institution’s database, banks eliminate data entry errors,” says Headlee. “Plus customers can complete the application process in minutes, instead of hours or days, because they have access to everything—legal forms, information, assistance—from the convenience of their home or office.”

#### **End-to-end service with e-signatures**

Online completion of forms in Adobe PDF is only part of UPI/BISYS’s interactive strategy. Soon, financial institutions and their customers will be able to digitally sign and submit application forms, eliminating the need to print and mail paper copies. Behind the move to fully automated application processing is Adobe Acrobat 5.0. With Acrobat 5.0, UPI/BISYS can

integrate third-party e-signature applications, such as VeriSign and Entrust, and allow customers to quickly and more securely create unique e-signatures to attach to forms in Adobe PDF. The customer then e-mails the forms with an authenticated signature to the financial institution for electronic processing.

“Digital signatures in Acrobat 5.0 support a truly automated workflow,” says Headlee. “Every stage of the process—from automatic forms population to final sign-off—can be handled electronically with Adobe Acrobat and Adobe PDF. It’s an important step in helping our customers and us realize the benefits of Web-based applications.”

#### **Savings all around**

UPI/BISYS customers report quantifiable cost savings from replacing paper retirement and IRA documents with forms in Adobe PDF. For instance, Star One Federal Credit Union estimates that it saves thousands of dollars annually just in photocopying and paper management costs. The use of Adobe PDF forms also helps ensure that all Star One IRA and retirement plan documentation has a consistent look and adheres to stringent regulatory standards for documents.

“Our mission is to match the latest technology advances with the needs of our customers,” says Headlee. “Adobe Acrobat 5.0 keeps us on track by letting us offer financial institutions dynamic, consumer-focused Web applications that allow them to operate more efficiently and better serve their customers.”

#### **TOOLBOX**

Adobe Acrobat 5.0  
Adobe Illustrator  
Adobe Photoshop

Intel® Pentium® II class Web server using Microsoft SQL Server 7.0 for database platform  
Microsoft IIS 4.0 using Active Server Pages technology



Adobe Systems Incorporated • 345 Park Avenue, San Jose, CA 95110-2704 USA • [www.adobe.com](http://www.adobe.com)

Adobe, the Adobe logo, Acrobat, the Adobe PDF logo, Illustrator, and Photoshop are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Intel and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. All other trademarks are the property of their respective owners.

© 2002 Adobe Systems Incorporated. All rights reserved. Printed in the USA.

95000193 1/02

