

# Unqork + Cognizant | Transforming Retirement Plan Sponsor Onboarding

An end-to-end retirement onboarding platform to enhance the client journey while reducing administrative costs.



The transformation of the sponsor onboarding process for retirement has become an increasingly important business consideration. A modern end-to-end digital onboarding process can enhance the sponsor experience, lower administrative costs, and improve retention rates.

Today, many onboarding processes are prolonged, expensive, and disjointed due to high-touch, complex workflows. Common onboarding challenges include an over-reliance on email communication, paper-based processes, manually intensive setup of plan information, and complicated workflows spread across disparate teams and systems. In addition to the administrative burden placed on providers, the existing retirement systems lead to opaque processes, increased data errors, and a poor sponsor experience that falls short of modern expectations for digital service.

Together, Cognizant and Unqork empower providers to transform and scale the sponsor onboarding process with a fully digital, highly automated solution that can **accelerate onboarding times** while **reducing operational costs**.

## The Joint Solution

Our partnership's **Sponsor Onboarding** solution combines Unqork's industry-first no-code enterprise application platform with the Cognizant® Automated Retirement Operations solution.

We help providers rapidly build and effectively manage a full digital end-to-end onboarding process that combines highly automated data processing and verification processes with intuitive self-service functionality for all stakeholders.

## Key Benefits

- ✓ **Improve Quality:** Unqork empowers healthcare organizations to maintain a flexible digital infrastructure with **99.99% uptime** and **600x fewer defects** than code/low-code
- ✓ **Accelerated Onboarding Cycles:** Improve ability to compete for new business by reducing onboarding cycles
- ✓ **Enhanced Experience:** Provide sponsors with an intuitive digital onboarding portal that provides access to onboarding status, process checklists, and documentation
- ✓ **Coordinated Handoffs:** Seamlessly handoff tasks between teams to hasten the onboarding process and provide better service through ongoing communications, including the ability for record keepers to differentiate operationally
- ✓ **Personalized Offerings:** Pass critical data back and forth efficiently (e.g., receiving/sending payroll data) to allow for more efficient processing
- ✓ **Increased Sponsor Satisfaction:** Deliver self-service capabilities to increase user satisfaction, drive additional action, and improve the onboarding experience
- ✓ **Streamlined Operations:** Proactively identify and correct data problems with real-time data and error handling
- ✓ **Greater Transparency:** Improve visibility into payroll processing, current status, and errors to improve the retirement journey, from onboarding up to and through retention



The solution’s tailored digital portals allow sponsors, agents, and participants to collaborate and take action on things like onboarding, NIGO resolution, form-generation, and payroll file processing. On the back-end, providers can orchestrate workflows between relevant teams, legacy systems, and third-party services—reducing error rates, mitigating overhead costs, and significantly accelerating onboarding processes from **months to weeks**.

Since Unqork’s no-code application platform powers the solution, it is easy to amend and append processes without extensive development projects or weeks of requirements gathering. Clients can take a modular approach to transform individual parts of their onboarding process or build an entirely new solution from the ground up.

### Key Business Impact



#### Tailored Stakeholder Interfaces

Provide all stakeholders with up-to-date information and next steps via Unqork’s Collaboration Hub that includes features like Enterprise Integration, Canonical Taxonomy, Intelligent Mapping, Fault-Tolerant Design, and Intelligent Error Resolution



#### Cloud-First & Hybrid Integration Functionality

Effortlessly adopt new platforms and integrate with existing ones with Cloud- and DevOps-Native Architecture which allows for Cloud Security & AAA, Elasticity, and Containerization



#### Workflow Orchestration

Orchestrate end-to-end sponsor onboarding processes with seamless handoffs between sponsors and relevant stakeholders leveraging Unqork and Intelligent Virtual Assistants (IVA), and proactive alerts & notifications for real-time updates and follow up



#### Data-Driven Insights

Leverage Machine Learning Algorithms, Streaming Data, Data Lakes, Data Science Frameworks, Dashboards & BI Reporting, and Historical Data Analysis



#### Continuous Improvement

Use Unqork’s platform to easily and quickly adapt your system to address future business need

## Cognizant

The Cognizant Insurance Practice is one of the largest in the industry and the strategic partner of choice for 220+ global and regional carriers. Cognizant (Nasdaq-100:CTSH) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. To learn more visit: [Digital Retirement Operations Solutions for Plan Administrators | Cognizant](#)

## unqork

**Unqork** is the first enterprise no-code development platform. With Unqork, carriers can rapidly develop and effectively manage sophisticated insurance applications without writing a single line of code. The cloud-based platform comes “out-of-the-box” (or out-of-the-virtual-SaaS-box) with industry-specific toolsets and elements (e.g., UX, compliance engines, APIs & integrations), which work together in instant harmony—this means organizations can focus all their resources on addressing business challenges instead of technical ones. In just three years, Unqork’s platform has been adopted by top carriers around the world including Manulife, Liberty Mutual, and John Hancock.