

## Hewitt Associates

### Personalized, dynamic document creation reduces labor costs by 15 percent



#### Business overview

Hewitt Associates LLC provides more than 5,500 organizations with a broad range of services and documents related to the total compensation of employees. As consultants to 75 percent of the entire list of Fortune 500 companies, Hewitt Associates has grown dramatically over the course of almost 60 years in business. Hewitt Associates is headquartered in Lincolnshire, Illinois, and employs 4,000 people throughout the United States and Canada. The company attributes its success to employees who are adaptive, creative, analytical, intelligent, and hard working.

#### Challenges

Hewitt Associates used Xerox products, including Laser 1-compatible Xerox high-speed printers since the early 1980s. Eventually the company outgrew the capabilities of Xerox proprietary software, which did not allow it to create documents that could be customized on the fly by concurrent users. As its business grew, Hewitt Associates realized the need for a custom software solution specific to the ever-increasing demands of clients.

Hewitt Associates needed to move the production of benefits statements in-house. It needed a software system that enabled it to quickly personalize documents to meet the specific needs of each client and to print them on the spot. The company needed advanced document management capabilities to automatically format, batch, and print, and to monitor production and make necessary modifications.

#### EMC solution

To meet its needs, Hewitt Associates selected the EMC® Document Sciences® fully integrated dynamic content publishing solution. The EMC Document Sciences solution features a powerful and flexible document composition engine that allows users to compose personalized documents on the fly. It also features a system that users can access to create, revise, manage, and assemble independent document components while adhering to corporate standards.

The EMC Document Sciences software solution is a logic-driven, platform-independent, 32-bit application. It offers advanced layout functionality, complete composition control, and easy data access and storage. Its open architecture accommodates single uses and enterprise-wide document production equally well, which makes it the right solution for Hewitt Associates' unique and diverse client base.

The EMC Document Sciences solution allows all data, text, and graphical objects to be normalized according to Hewitt Associates preset business rules and styles. Hewitt Associates users can quickly view documents online, customize them as necessary, and output them to paper, the company intranet, the Internet, or CD-ROM. High volumes of benefits statements can now be generated, modified, and published on demand.

“A personalized benefits statement is one of the most powerful tools available in communicating benefits,” said Pete Herman, practice leader for personalized benefits statements at Hewitt Associates. “Benefits statements provide the opportunity to communicate the value of your benefits program in a concise and personal way that also reflects your own corporate culture. Instead of complicated formulas or legal descriptions, employees receive one source of detailed information specific to their particular situation.”

With EMC Document Sciences, Hewitt Associates can now create documents with style and the personalized touch that their clients demand.

## Summary

The implementation of the EMC Document Sciences solution at Hewitt Associates has enabled the company to achieve all of its dynamic content publishing goals. By achieving these goals, several measurable return-on-investment benefits have improved Hewitt Associates’ bottom line, including:

- **Decreased production time:** Because all document production takes place in-house, production time has been drastically reduced.
- **Reduced production costs:** Streamlining document production saves both money and time.
- **Added value and increased customer satisfaction:** Each document is personalized for the specific client, adding value above and beyond a standardized statement.
- **Dynamic document creation:** Users can create and customize documents in real time and enterprise-wide.
- **Automatic composition:** Users can enter data from any networked location to be automatically formatted, batched, and printed when no customization is needed.
- **Reusable components increases efficiency:** Users can easily access stored data to create, revise, manage, and assemble independent document components.

## About EMC

EMC Corporation (NYSE: EMC) is the world’s leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC’s products and services can be found at [www.EMC.com](http://www.EMC.com).



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