Customer Spotlight

"White glove" product support makes for a seamless conversion

This customer spotlight is based on an interview with **Brian Garipay,** a Compliance Manager at Empower Retirement.

Empower Retirement, the second largest Retirement company in the country[1] with 8 million+ plan participants,[2] has been an ftwilliam.com 5500 software customer for several years now. Empower Retirement decided to make the switch to ftwilliam.com's 5500 software from a previous vendor, and Brian Garipay, a Compliance Manager at Empower Retirement, was tapped as a team lead in the conversion to ftwilliam.com.

Unique Criteria Not a Problem

One of Brian's main goals was to ensure the proper training for his department so that they could be up and running as quickly and as efficiently as possible. Brian immediately noticed when beginning to work with the ftwilliam.com support and technical staff how well they truly listened to his team's specific needs and concerns, and then fully provided his team with everything required for a seamless conversion.

"Starting from day one, we had some unique criteria for our specific workflow and there were multiple times when we needed meetings to discuss items, and Katie Dolney would immediately set up a meeting and get the right people in place for the call, including the technical team members. Katie is amazing." Whether it's

tech support needed or how-to training, ftwilliam.com doesn't rely solely on email or PDF instructions, but instead ftwilliam.com is always available for a call or hands-on live assistance.

"The 5500 software itself is web-based, very user-friendly, but it is the outstanding product support from ftwilliam.com that is greatly appreciated."

Seamless Conversion & Outstanding Product Support

Additionally, Brian goes on to add, *"From the time Empower Retirement switched over and completed the conversion and training, everything has been seamless."* If a question or concern does arise, Brian and the team at Empower never hesitate to call or email the ftwilliam.com product support team because they're always available and accommodating even post-conversion. *"They are very knowledgeable. They can answer questions quickly, and if they can't answer on the spot, our issues are always resolved quickly."*

"We immediately felt the difference after the first season of using the ftw 5500 software," Brian states, and *"during our annual post 5500 recap meeting the team didn't have any issues or stress points to discuss."*

1 As of December 31, 2016. Information refers to all insurance and retirement business of Great-West Life & Annuity Insurance Company and its subsidiaries.

2 Based on total defined contribution plan participants. PLANSPONSOR magazine, June 2017.

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