Vanguard

Take a spin through our PIVOT team process

Vanguard's world-class Process Improvement Value Outcomes Team (PIVOT) addresses the complex recordkeeping challenges of large corporations, particularly those facing plan mergers and conversions.

PIVOT proactively looks for ways to enhance the efficiency and effectiveness of plan administration, with an emphasis on enhancing workflows, reducing costs, and optimizing the participant and plan sponsor experience. In short, they will take some work off your plate.

BEFORE

10+ weekly hours saved

by redesigning an HR work-tracking system.

1. Current-state assessment

PIVOT will conduct in-person meetings to collect process data, measure how HR spends their time, and assess whether tasks add or subtract value, in order to free up space for other priorities. These meetings will help capture quick-hit improvements and create a stable foundation for the conversion.

2. Goal setting and prioritization

PIVOT will work with you and your client to gather, consolidate, and rank conversion objectives to build a clear conversion road map.

3. Decision-making framework

PIVOT will define decision categories for clarity, identify key stakeholders to streamline decision-making, and design a custom process to keep stakeholders informed.

Steps in action: PIVOT helped an HR team design a work-tracking system that clearly identified job owners and eliminated rework from recurring tasks. These changes boosted morale and saved the team at least 10 hours a week.

DURING

Two one-hour meetings

speed up decision-making that used to take months.

1. Decision facilitation and conversion support

PIVOT will document and address conversion decisions as they arise to ensure neutrality, timeliness, alignment with prioritized goals and objectives, and materials for future reference.

2. Custom workflow development (as needed)

PIVOT's certified Six Sigma professionals will design and test custom single and joint workflows for your client and Vanguard to define controls and success measurements.

Steps in action: The key decisions around plan design, ongoing operations, costs, and other priorities can have major implications. During a recent conversion, each of these decisions took weeks of meetings and emails to resolve. In this instance, PIVOT reduced this turnaround time from months to only two one-hour meetings, where stakeholders can make and communicate decisions.

AFTER

$20 million

in value realized by our PIVOT clients.

1. Post-conversion support

PIVOT will serve as an adjunct member of the client team to ensure a smooth transition from the start of conversion to a steady operating state.

2. Ongoing support

PIVOT will continue to partner with you and your client after the conversion to monitor the current workflows, address any issues, and assist with future mergers and acquisitions needs.

Steps in action: Over the last four years, PIVOT has engaged with more than 50 of Vanguard's largest clients and returned over $20 million in value by gaining efficiencies, improving quality, avoiding corrections, and improving the participant experience.