



Case Study: Flexible Plan Investments, Ltd.

Client

Flexible Plan Investments, Ltd.
Bloomfield Hills, MI

Industry

Investment Management

Need

Automated Workflow and
Portfolio Report Assembly

Solution

Assemblage Software

Results

- ▶ Automated eight workflow processes across two different departments
- ▶ Quickly transitioned quarterly reporting from twelve hour work days requiring eight to ten staff to just three hours for a single employee
- ▶ Delivers reports to clients one week sooner than before
- ▶ Dramatically improved employee morale

Assemblage saved us a whole week [of work], and now I can deliver the reports much earlier in the month.

Flexible Plan Saves Time & Money in Quarterly Reporting Process

The Need for Automated Workflow and Portfolio Report Assembly

Before engaging Trumpet, “my family was used to me disappearing during reporting months. The reporting processes were so time-consuming that over-time was inevitable,” according to Sherry King, Operations Manager at Flexible Plan who oversees the delivery of over 10,000 client reports each quarter. “But, based on working with Trumpet in the past, King states, “I knew they could help.”

The Assemblage Solution in Action

Trumpet recommended Assemblage, and today Flexible Plan uses the software to automate eight different office procedures across two different departments. These processes range from sending daily welcome packets and special mailings, to preparing quarterly statements and performance reports.

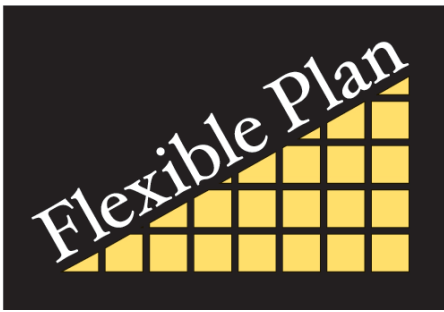
Welcome Packets

As part of the customer experience at Flexible Plan, new clients are given a welcome packet that includes a letter from the President, along with a watermarked copy of their executed agreement. It sounds like a pretty average task, that is, until you realize the company adds between 40 and 60 new clients each day.

Before Assemblage, Flexible Plan used Microsoft Word and Excel along with three staff members and a programming team to manage the entire process. Together, they had to prepare, print, hand-collate and mail each report. “The process was so cumbersome,” said Sherry King, Operations Manager for Flexible Plan. “We could only get 20-25 out per day and it took us at least 2.5 hours.”

Trumpet consulted with Sherry and her team to create a new workflow process within Assemblage. “Now I can prepare all 60 packets without the help of our programming staff in less than an hour – and that includes stuffing envelopes!” noted King.

About Flexible Plan, Ltd.



For over 30 years, Flexible Plan Investments, Ltd., a registered investment advisor, has provided comprehensive investment management services, working with over 30 custodians to actively manage mutual fund and insurance products on behalf of financial advisors across the nation.

“Everyone in the office jokes that I’m a ‘happy camper’ now that I have Assemblage – and it’s true!”

Quarterly Performance Reporting

Each quarter, Flexible Plan sends portfolio reports to their clients that include a letter from the President, an On-Target Report and a Client Summary Statement. To automate this process, Trumpet used the 5-step workflow system in Assemblage:

Step 1: Gather | Assemblage gathers client data and portfolio information in the form of PDF files from directories on the Flexible Plan server.

Step 2: Split | Assemblage then splits out each report per recipient. Flexible Plan splits approximately 50,000 pages worth of data in about one hour.

Step 3: Assemble | Next, Assemblage electronically collates over 10,000 unique reports in less than an hour.

Step 4: Deliver | Once assembled, Assemblage uploads the reports to a secure web server. Assemblage also creates over 1,000 representative quarterly report files in less than 25 minutes.

Step 5: File | Lastly, Assemblage files each report into the firm’s Worldox document management system utilizing Assemblage’s Worldox Autofiler.

Time-Saving and Effort-Reducing Results

Before Assemblage, Flexible Plan would print 20,000 PDF pages from multiple database systems and hand-collate each report with the help of eight to ten staff members. Now King only uses one additional staff member who spends just three hours automatically preparing, delivering and archiving over 10,000 client reports and 1,100 representative reports. Plus, “because the Assemblage process saves me at least five business days, I can deliver the reports much earlier in the month,” says King.

To King’s delight, she has also eliminated overtime. “Before I was putting in twelve-hour days during reporting months, but now I can go home at a reasonable time and spend it with my family,” says King. “Everyone in the office jokes that I’m a ‘happy camper’ now that I have Assemblage – and it’s true!”