

We understand business strategies and deliver pragmatic outcomes.



Set apart by our pragmatic delivery terms, our success is attributed to our ability to evolve and align value propositions with industry dynamics.

CitiStreet is one of the largest global benefits delivery firms in the United States, serving more than 11 million participants and administering \$200 billion in assets in the US alone. IQ has been delivering offshore coding expertise to CitiStreet for the past eight years.

The strategic intent behind this agreement for CitiStreet was to acquire the services of an offshore partner, to place them in a position to send work offshore, hence cutting costs by using cost-effective resources. Based in South Africa, IQ provides operational support, testing, custom coding, maintaining current systems, software stand-by services to CitiStreet.

CitiStreet signed the first contractual agreement with IQ to provide a 'Statements on Demand' system in November 2000. Subsequent to this, another agreement was signed in late 2002 to provide CitiStreet with application development services. The initial agreement was for IQ to provide resources (COBOL developers) to assist the CS IT PMO team in moving CitiStreet clients from the MVS to the UNIX platform and also from the SunGard OmniPlan product to the OmniPlus product.

Currently, supporting three major CitiStreet operations in Quincy, New Jersey, and Jacksonville in the United States, IQ customises aspects of the CitiStreet OmniPlus system for their clients. Using The IQ Business Group model, US-based clients are able to enjoy a more cooperative time zone, and lower resource cost. The team conscientiously follow and improve upon the agreed methodology, which ensures continuous delivery of high quality work.

Due to the IQ team being entrenched in various CitiStreet projects, conducting new client implementations or client specific changes and enhancements, means the team is able to identify similarities and how each CitiStreet client chooses to implement features and processes differently, which ensures cost effective and efficient enhancements. Benefits include:

- Shorter implementation cycles
- "As needed" scalable resource base
- Established implementation processes and methodologies
- Higher utilisation rates for product resources
- National presence with resources throughout US

IQ began the relationship with one project / engagement and a team of 6 people working on CitiStreet's systems. IQ currently has 10 different projects running simultaneously, totaling 21 resources – steadily increasing revenue. With the ability to provide quality resources timeously, CitiStreet no longer see IQ as a vendor, but as “an extension of CitiStreet operations”.

IQ's proven approach to project management and development provides CitiStreet with a competitive industry advantage which allows CitiStreet to stay focused on objectives. The foundation of IQ's success is based upon a core belief in IQ people and their utilization of employee benefits experience, technology, backed by excellent process methodologies.

“CitiStreet's commitment and confidence in the IQ partnership continues to grow and foster today. The business continues to demand faster implementation timeframes and to date IQ has been up to the task. CitiStreet has developed and continues to develop generic applications to aid in client implementations.

CitiStreet has continually expanded the IQ role. This is truly a testimony to how far the relationship has come.

I can only describe my dealings with the IQ staff as extraordinary. IQ has not only been a great business partner but I have made many friends through our team building and training sessions. I look forward to a strong and continued relationship.”

*Chuck Landry
Senior Vice President
CitiStreet*

As partners with a shared-risk approach to practical solutions, IQ's value continues to be recognised by the ability to mitigate risk, improve overall product quality, and reduce costs for your organisation.