



LASERS Facts

Re-engineering Project ~ *Simple, Efficient, Accurate*

- ✚ State of Louisiana Retirement Information System (SOLARIS)
- ✚ The SOLARIS system will upgrade LASERS current computer database system.
- ✚ Improvements and streamlining of LASERS business processes will improve accuracy.
- ✚ The SOLARIS system will generate and maintain comprehensive information available to members and agencies, which will allow for more informed decision making.
- ✚ The SOLARIS system will issue enhanced annual statements that will provide detailed account information, along with adjustments made to a member's record (i.e. transfers into LASERS, purchases of service, repay refunds).
- ✚ The SOLARIS system will allow LASERS to reallocate staff resources and enable LASERS to provide more timely and accurate responses to customer applications, requests and inquiries.
- ✚ SOLARIS will enhance and improve customer service, thus providing greater satisfaction for active members, retirees, recipients, and agencies.
- ✚ The SOLARIS system will automatically and proactively generate requests for required documents as changes occur throughout the member's lifetime.
- ✚ Faster information updates due to fewer delays and interruptions will enable more accurate benefit estimates to be provided to members.
- ✚ New interactive customer-focused web site will provide a more informative, two-way communication between LASERS, members, and agencies.
- ✚ The SOLARIS project team and LASERS Retirement Education Department will be available for training on all aspects of SOLARIS as each stage is completed.