

Modernized Unemployment Insurance Systems

Public Services



Managing unemployment insurance (UI) programs is an exceedingly complex task and agencies often find themselves grappling with the inherent inefficiencies of legacy systems while trying to streamline disbursement and collection processes. Since most benefit programs are federally funded and have only a limited operating budget to keep their frontend interfaces updated, they often lack the resources or scalability to keep up with data security requirements or deliver enhanced user experiences.

Tata Consultancy Services (TCS') Modernized Unemployment Insurance (UI) systems have been designed keeping these fundamental issues in mind. As a cloud-based, multitenant, hosted solution, it can enable state and federal agencies to extend self-service features for users while providing the necessary tools for streamlining collection and payment management.

Overview

Irrespective of its size, if a business employs people, it is bound by state and federal laws to pay unemployment taxes. Funds collected through this system are administered by government agencies responsible for disbursing it to millions of unfortunate workers across the country. Legislations and tax regulations governing this UI mechanism are often amended yearly, making the task of accurately managing and allocating public funds even more difficult.

In response, most agencies have used federal funding for building web-based interfaces to underlying legacy systems as means of offering better experiences to beneficiaries while coping with this constant change. In the long run, current operating budgets will fall short of being able to sustain the number of employees needed for properly supporting UI programs or continuously upgrade ageing hardware and software to accommodate policy changes. The existing IT infrastructure also lacks strong data security features, rendering it incapable of effectively detecting and reducing instances of fraudulent claims.

With these specific challenges in mind, TCS has developed modernized UI systems to streamline UI administration processes while offering compelling claimant and employer services. Our cutting-edge cloud-hosted solution is currently operational across multiple states and is available for single state, multi-state, and consortium deployment.

Our Solution

Having worked across the UI domain in the US for over the last 20 years, TCS recognizes the struggles state agencies are facing and has developed and implemented solutions that address the needs of modern unemployment insurance programs. It is:

- **Flexible** – automates workflow, item assignment, and state and federal level productivity, management, and supervision reporting based on agency-specific criteria
- **Tightly integrated with payment and collection management functions** – for collecting overpayments child support through intercepts from the Internal Revenue Service (IRS) and state departments
- **Federally compliant** – the system is built in line with Internal Revenue Service (IRS) mandates and Social Security Administration (SSA) standards and provides secure access to services and workforce activities through a single sign-on facility
- **Created to enable self-service** – both employers and beneficiaries can access services through post, contact centers, mobile apps, web-based interfaces, IVR, fax, and email to file appeals, pay taxes, file wages reports, register employer tax accounts, and more
- **Designed to simplify UI management** – with an embedded verification and validation process, it provides users with the ability to check program eligibility in real-time and automatically recalculate benefits and taxes based on appeals decisions
- **Built to support transparent communications** – connects to the job matching (ES) system for work search enforcement, sends notices to users pertaining to decisions and important events, has provisions for filing virtual appeals through call conferencing, and interfaces with relevant agencies through Interstate Connection Network (ICON) and State Information Data Exchange System (SIDES) for reconciling data and reducing instances of fraud



Benefits

With our solution in place, federal and state UI agencies can:

- Assure 24x7 availability of services for claimants and employers
- Reduce the risk of fraud through early detection
- Reduce operational cost
- Increase functional performance
- Ensure efficient and transparent UI administration
- Improve and accelerate claim processing
- Streamline tax revenue collection processes

The TCS Advantage

Extensive domain experience – our data migration expertise has enabled us to securely transfer information from some of the oldest UI systems across the US

Faster time-to-market – our multitenant software can be easily customized per the specific needs of a state or a consortium and can be rapidly deployed based on our unique implementation methodology

Field-tested solution – our modernized UI insurance system is stable and scalable enough to meet the administrative needs of a single state or a consortium of states

Single maintenance and support team – our core group of subject matter experts are responsible for maintaining UI systems across states, thereby minimizing the cost of upkeep

Awards & Recognition



To know more

Visit the [Public Services](#) page on [tcs.com](#)

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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