



Helping you reach  
**the next level**

# Who we are

**C**harlton Consulting Group provides tailored software and outsourcing solutions to human resource and employee benefit professionals. We help you work smarter and more efficiently to achieve your organization's strategic goals.

Since 1993, we have been delivering creative and flexible software and consulting services to large and mid-sized enterprises in employee benefits and compensation communication, administration, and related mission-critical HR functions.

We are known for our flexibility, creativity and responsiveness. We take pride in looking at problems a little differently, enabling us to craft unique solutions to tough challenges.

Charlton Consulting Group provides software solutions and consulting services in three broad areas:

## **Human resource technology**

We help you to streamline key processes, leading to greater efficiency and enabling HR professionals to spend more time focusing on strategic tasks.

## **Total compensation communications**

We collaborate with you to create both printed and Web-based tools to help employees understand and appreciate *all* of the elements of compensation.

## **Retirement plan communications**

We work with both plan sponsors and retirement plan vendors to create personalized communications for participants that educate, inform and inspire appropriate action.

In each arena we bring you our best, to help you reach the next level—professionally and organizationally.

# Human resource technology

In many organizations—even, surprisingly, very large and savvy ones—human resources is the final frontier for fully harnessing state-of-the-art information technology. Yet the opportunity for significant bottom-line impact through creative technology solutions is as great in HR as any other corporate function.

That's because superior information technology not only generates direct cost savings, but also frees HR departments to shift focus from transactions and administration to strategic, value-enhancing tasks, boosting return on human capital. Charlton Consulting Group has extensive experience helping organizations with the design and implementation of systems in the following key areas:

## **Compensation management**

We work closely with your compensation experts to design solutions that are compatible with your HRIS system, intuitive, with an easy-to-use interface, and capable of handling any type of compensation structure. Because our consultants have expertise both in compensation management practices as well as information systems, our customized solutions are technically robust and make your merit/bonus process as efficient as possible.

## **Benefit enrollment**

Our Web-based enrollment system, tailored to the needs of individual clients, is equally useful for current employees and new hires. Featuring a detailed walk-through of the enrollment process, it helps eliminate calls from confused employees to the HR department. The system also provides complete management reporting, and uploads the data into your enterprise resource management system.

## **Pension administration**

Charlton Consulting Group's actuaries and programmers work with you to create and implement systems that ease administrative burdens while handling even the most complex DB plans. Calculation of accrued pension benefits and projections of future benefits can be provided easily, quickly and accurately.



*“What we’ve found in Charlton is a partner. They start with understanding our business and our requirements and respond with creative ways to help us to improve our processes.”*

Manager of Human  
Resources Operations,  
MedImmune Inc.

# Total compensation communications

*“The team at Charlton always comes through for us. The support they provide is invaluable in helping us to meet the needs of both Intelsat’s employees and management.”*

Stuart Forman  
Senior Director of Benefits,  
Compensation and HRIS,  
Intelsat



**E**mployees typically lack a complete understanding of all of the elements of pay—their total compensation. This ignorance can be extremely costly to employers, who fail to derive the full employee motivational and retention benefits of their substantial investment in compensation. It’s also costly to employees, who don’t take full advantage of what is theirs—or receive the satisfaction of knowing their true economic value to their employer.

Charlton Consulting Group helps you close the “compensation knowledge gap” with effective communications tools—both Web-based and print—that educate and inform employees throughout your organization. We begin every communication project with these goals in mind:

## **Flexibility**

Each client and each project is unique. We listen carefully to understand your goals, and design a solution to meet your needs.

## **Quality**

You have high standards, and so do we. For example, we provide 401(k) projections and Social Security estimates in addition to basic total compensation information. We work hard to ensure that the statements your employees receive are accurate, educational, visually attractive, and easy to read—and understand.

## **Value**

While we never compromise on quality, we understand that budgets are tight. Our offerings represent the best values in the marketplace today.

## **Print solutions**

Although the Web is a powerful and versatile communications medium, printed materials still have a vital role to play. From one-page summaries, to our popular four-page statements, to custom formats, we work with clients to provide a printed statement that meets their unique needs.

**Single-page statements** keep the focus on the value of each employee’s total compensation package.

Charlton Consulting Group helps you close the “compensation knowledge gap” with effective communications tools . . .

Our **four-page format** allows for more detailed and comprehensive treatment of pay and benefits. Standard features include:

- Personalized retirement plan projections
- Personalized text and graphs that illustrate the benefits of increasing contributions to employer-sponsored retirement plans
- Social Security projections
- Complete details on each individual employee’s pay and benefits

Custom formats offer complete flexibility to accommodate any unique features of your compensation program.

No matter which format you choose, we always provide full-service capabilities, including design, programming, printing and fulfillment, customization that meets your unique needs and goals, and on-time statement delivery.

## Total Compensation Online™

Total Compensation Online™ (TCO) is a powerful and flexible Web-based communications tool that can be used as a stand-alone application, or integrated with

your intranet or HR portal. TCO’s benefits include:

Instant access to up-to-date information . . .

- Employees can easily access their personal compensation and benefits whenever they need it.
- With more employee information online, your staff will spend less time answering routine inquiries.

Integrated retirement modeling tools . . .

- Through the use of personalized projections, employees gain an increased understanding of the benefits of contributing to a workplace savings plan.
- Employees can explore the implications of various contribution rates, rates of return and retirement ages, becoming more capable of making good decisions about retirement savings.

A hosted solution . . .

- Because we host the application, TCO will not impact your internal IT resources.
- TCO is available everywhere—in the office, home, or anywhere an employee has Internet access.



*“Charlton really came through for us, exceeding all of our expectations. Their flexibility, responsiveness and creativity were truly exceptional. Producing total compensation statements was a major priority for us and Charlton went out of their way to make sure everything went smoothly.”*

Leslie Ramsey  
Project Team Leader  
State of Delaware Personnel Office

# Retirement plan communications

*“We couldn’t have turned  
this around so quickly  
without Charlton’s help.”*

Maria Corvington  
Manager of Benefits  
FedEx Custom Critical



**E**mployees face a significant burden in planning and saving for their retirement. First, they need to understand what they need to do. Then, more daunting still, they need to *do* it. Charlton Consulting Group offers personalized communications solutions for both employers and plan administrators. Our communications tools clearly show employees how the choices they make today will impact their long-term financial well-being.

For **plan sponsors**, Charlton Consulting Group offers a range of services they need to help their employees get the most from their company-sponsored retirement plans.

Services we offer include:

- Employee communications development
- Retirement planning software
- Consulting and education services

For **plan administrators**, Charlton Consulting Group has produced an extensive range of communications materials for 401(k), 403(b) and other plan types. We work with some of the country’s largest plan administrators to develop high-impact, targeted materials for plan participants. From customized mailings for individual participants to projections and scenarios for use in general marketing materials, we can help you develop and execute a communications strategy that delivers results.



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*Partial List of Clients:*

*Fidelity Investments*

*Intelsat*

*MedImmune*

*FedEx Custom Critical*

*Fannie Mae*

*State of Delaware*

*Cyberonics*

*Swinerton*

*BNP Paribas*

*Mid-Atlantic Permanente*

*Medical Group*

*Lancaster General Hospital*

*John Hancock*

*Phillips Van Heusen*

*Helping you reach the next level*



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