

# Solix Provides Total Solution for Cost-Effective Administration of Government Program

# SOLIX

Consult. Engage. Empower.



SIVIC SOLUTIONS GROUP  
A SOLIX COMPANY

## CASE STUDY

### Client Overview

The Pennsylvania Universal Service Fund, regulated by the Pennsylvania Public Utility Commission, aims to reduce and restructure access charges and intraLATA toll rates. It also encourages greater toll competition while enabling carriers to preserve the affordability of local service rates. The Commission selected Solix as a neutral, third-party administrator to implement and administer the Fund to achieve these objectives.

### Program Objectives

- Identify a comprehensive and compliant solution for the Commission's administration of the Pennsylvania Universal Service Fund.
- Enlist a provider to act as the "financial hub" for the Fund by collecting contributions, managing cash flow, and disbursing payments in accordance with regulations.
- Ensure value, expertise, and efficiency at a reasonable cost.

### Challenges

- Develop a state-specific Universal Service Fund program based on complex statutes, rules and requirements.
- Ensure program accountability through sound compliance procedures and controls.
- Secure tracking and management of large volumes of program data.

### Solix Solution

- Developed user-friendly reporting forms and instructions.
- Introduced efficiencies through the development of a secure online data collection system.
- Deployed an integrated model to manage the Fund and ensured transparency and accountability for the Fund and its participants.

### Results

- Improved efficiency via automation as evidenced by 75% of Fund participants utilizing online system vs. paper forms.
- Centralized operational efficiencies resulted in cost savings and greater program accountability.