



FOR IMMEDIATE RELEASE

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### **Auriemma Consulting Group launches Retirement Plan Services Call Center Roundtable**

New York, N.Y. – Auriemma Consulting Group (ACG) announced the successful launch of its Retirement Services Call Center Roundtable (RSR). The Roundtable serves as a forum for peer companies to meet and benchmark key metrics, while validating and discussing best practices and industry concerns. The meeting was held in Boston on November 3 – 4, 2010. Tom LaMagna, Managing Director of ACG’s Industry Roundtables, commented “Our launch brings a valuable new forum to the underserved market of Retirement Services call centers. We believe that Retirement Services is a natural fit that complements our deep knowledge of the contact center space”. Marc Sacher, Executive Vice President of ACG, noted “We’re thrilled with the successful launch of RSR. The overwhelmingly positive feedback we’ve received shows us that the ACG Roundtable model is a tremendous vehicle for firms looking to gain operational efficiencies, while embracing best practices. The challenges facing the Retirement Services arena continue to grow, and we’re excited to meet the need we’ve uncovered in this challenging market”.

Some of the topics discussed at the RSR launch included call center technology, workforce management, licensing and training, as well as key industry metrics.

### **About Auriemma Consulting Group**

Auriemma Consulting Group (ACG), founded in 1984, with offices in New York and London, offers comprehensive management consulting to the financial services industry, specializing in the consumer payments and lending verticals. ACG facilitates eighteen ongoing Industry Roundtables in financial services. For more information, contact Steve Wunsch at 212.323.7000, or [steve.wunsch@acg.net](mailto:steve.wunsch@acg.net).