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# New Phone System & Case Management System Coming in September

## *System outages and Employer Advocate support changes information*

INPRS is taking the first steps in a multi-year-long journey to improve our customers' experience. Responses from our last 2 annual employer satisfaction surveys have identified poor communication as a top opportunity for improvement.

On September 22, 2025, INPRS will launch a new Customer Relationship Management (CRM) platform for case management and a new phone system (phone number will not change).

This document is going to help give your unit insight as to what the changes are coming and how they will look.

## Email

Email address will stay the same. Case number and response domain will be different. When responding to a case it is extremely important that you respond exactly to the case creation response or the email your unit has received from the Employer Advocate Team.

Here's an example of our case creation response and the new email domain (for outgoing mail only). The case number will still be in the subject line but now say CASE # with no tilde.

[EXTERNAL] Sandbox: Case 00033772 has been created for Questions regarding my SU's plan



INPRS EPPA <inprseppa@st.inprs.in.gov>  
To

[Thank you for contacting the Employer Advocate Team for the Indiana Public Retirement System.

Your request has been received, and a case has been created.

We will review your request, and you will receive a response within 2 business days.

Our business hours are 8:30AM-4:30PM Monday to Friday excluding holidays.

Thank you,  
Employer Advocate Team

Keep up to date with all employer communications by clicking [here](#)

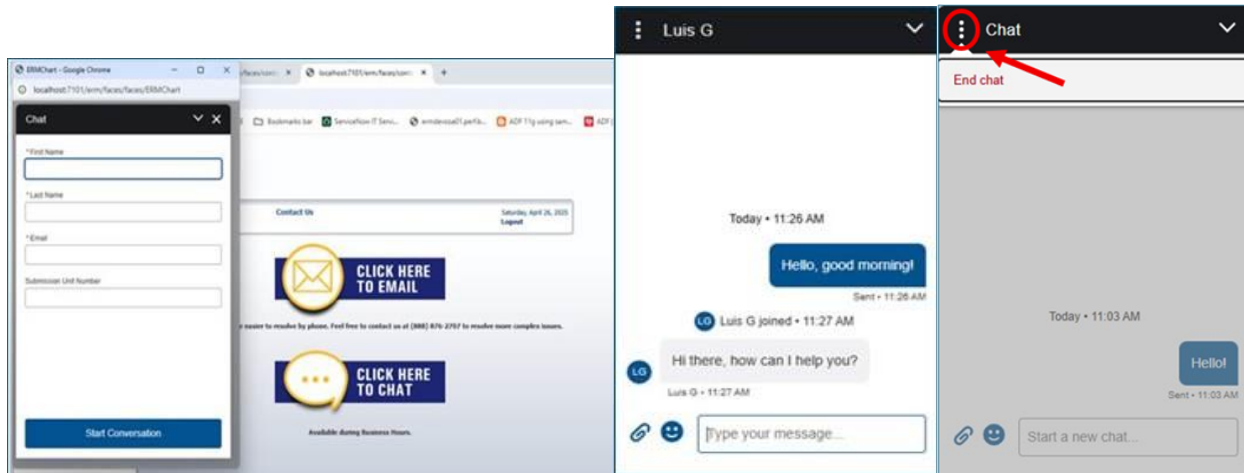
## Phone

When calling the Employer Advocate line, you will also notice a change in the automated prompts and messages. You will need to make sure that you are an active contact in ERM and that you know

your submission units ID as you will need to enter this prior to speaking with an advocate. Entering the information during the prompts will allow the system to be able to bring up your unit's information to allow our advocates to serve you more efficiently.

## Chat

Chat functionality will remain in the same browser and will not pop out into a separate window (as seen in the first image below). Note that Employer Name is no longer an input field.



The second and third images are the new view of the live chat session. It will be extremely important that once the chat is over that you click the 3 dots by your name in the top left-hand corner to exit the chat. This will ensure that each time a “new chat” session is created, that it is starting with no prior conversation attached. If you do not fully exit before beginning a “new chat” previously discussed information will populate and may lead confusion for yourself and the advocate. If you do begin a “new chat” with previously discussed information, our advocates will ask you to end this chat session and begin a new one.

## Employer Advocate Team New System Cutover Timeline:

- **Friday, September 12th – Monday, September 15th:** ERM will turn off at 5 pm Friday and become available again Monday, Morning at 6 am
- **Thursday, September 18th – Monday, September 22nd:** Phones, Chat, and Email will be **unavailable** from Thursday at 4:30 until Monday at 6 am. ERM will be available Friday, September 19th until 4:30 and then unavailable until Monday, September 22nd.

If there any questions or concerns about these outages, please contact the Employer Advocate Department at 1-888-876-2707 or [epa@inprs.in.gov](mailto:epa@inprs.in.gov).