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## Bramlett Hires a 401k Company Vet to Streamline Ops

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**Jerry Bramlett** just hired a familiar face to help streamline his new firm, **NextStep Defined Contribution**. Bramlett confirmed that **Holly Nance**, former director of client services in **Charles Schwab's** retirement unit, joined NextStep on August 3 as vice president of strategic planning and operations. The move is one

of several changes at the recordkeeper, the successor organization to **BenefitStreet**, as Bramlett reshapes it in the coming months.

A spokesperson for Schwab could not immediately be reached for comment on how Nance's duties are being handled.

Nance worked for about 20 years with **The 401(k) Company**, the large plan recordkeeper Bramlett founded. She served as senior vice president of administration, then joined Schwab when it purchased The 401(k) Company from Nationwide Financial in 2007. Schwab earlier this year rebranded The 401(k) Company to Schwab Retirement Plan Services Company.

Meanwhile, even as Nance joins the NextStep team, Bramlett has also shifted two other executives at the firm. **Harp Rai**, formerly vice president of operations, now serves as vice president of technology and continuous improvement, while human resources vice president **Heather Hooper** added operations to her responsibilities. In her new role, Nance will be working with both Hooper and Rai.

"She [Nance] is going through the whole company with a fine-toothed comb and making operational improvements," Bramlett told The 401kWire, adding that Nance will identify new projects and pass them along to Rai.

"There's nothing she [Nance] hasn't seen or experienced in 401(k) operations," Bramlett added, noting that he "jumped at the chance" to hire her when he learned she was available.

Longer term, Bramlett sees Nance's hiring as the first step towards building a branch of NextStep in Austin, Texas. (The recordkeeper's headquarters is in Walnut Creek, California.) Bramlett anticipates creating that office in early 2010, with Nance as its first employee. He plans to create a "mirror platform" for NextStep in Austin, using the facility as a disaster recovery backup site, too. Eventually, as NextStep expands, he expects that more than half of NextStep's employees will be based in Austin.

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