



TRANSFORMATION & MODERNIZATION



CLIENT: One of the UK's leading specialists in pensions and employee benefits

Provides Pension
administration services
& consulting services

End-to-End Integrated
Services for Pension
Process & services

Investments in
Transformation board
Out-come based pricing

BUSINESS CONTEXT

- Client's profitability and business were de-growing due to competition.
- Customer services could be handled with high cost only.
- Client decided to outsource IT transformations including services for closed books.
- Key Transformation objectives were
- Significant Cost savings due to cost arbitrage as well as productivity improvements
- Focus on strategic development and New customer acquisition
- Improve quality of service levels to clients
- Enhanced DC / DB pension schemes capability

HCL SOLUTION

- HCL was chosen as an outsourcing partner for Annuities (administering the annuitants' accounts of various insurance companies). HCL provided administration services for over 50 different tasks.
- Transformed their legacy systems to ALPS platform used for annuity administration.
- Provide the day to day administration processing Stop Payment of an annuitant as a result of death.
- Processing periodical Payments, Overseas Payments and Overpayment Returns. Process services, responding to queries as notified by the annuitant.
- Productivity improvements through process re-engineering

BENEFITS

Reduced Cost of Operations through improved Productivity and increased Quality Turn around time brought down from 5 to 1 day

- Business Process Re-engineering to enhance efficiency and Quality
- Automation for calculation of pension quotes & finalization activities reducing AHT and error percentage.



APPLICATION
SUPPORT &
MAINTENANCE



BIG DATA &
BUSINESS
ANALYTICS



BUSINESS
ASSURANCE
& TESTING



CLOUD, DIGITAL
EXPERIENCE &
MOBILITY



COLLABORATION,
CONTENT &
SOCIAL



CUSTOMER
RELATIONSHIP
MANAGEMENT



DIGITAL
SYSTEMS
INTEGRATION



E-COMMERCE
& OMNI-
CHANNEL



ENTERPRISE
RESOURCE
PLANNING



HUMAN
CAPITAL
MANAGEMENT



MODERN
APPLICATION
DEVELOPMENT



PLATFORMS &
INTEGRATION



www.hcltech.com

Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 100,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

Relationship™
BEYOND THE CONTRACT

HCL