



PENSIONS ADMINISTRATION

Providers of Specialist Pension Resources



Providers of Specialist Pension Resources

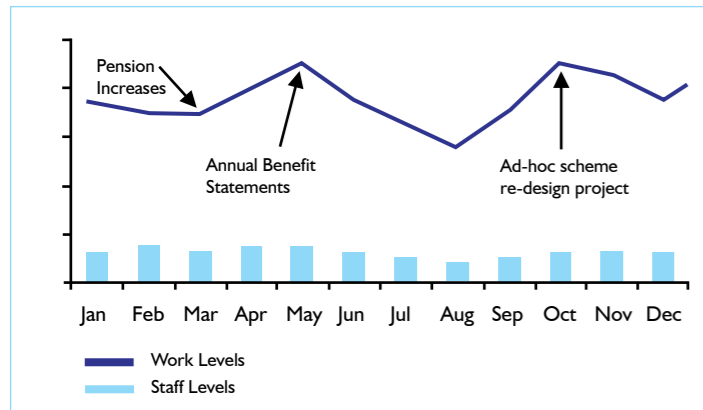
Helping companies manage ever-changing workloads with pensions experts

Whilst delivering a high quality service is every Pension Manager's goal, it is becoming increasingly difficult to achieve within the complex and turbulent modern pensions environment.

Ever-changing workloads need to be managed, with seasonal peaks requiring a higher-than-optimum level of staffing. When additional projects arise, it can become difficult to maintain levels of service as resources are diverted away from day-to-day operations.

The challenge is to ensure that the right people, with the right skills, are available at the right time and place.

As a leading provider of specialist pensions administration support, this is where Hazell Carr can help. We are able to supply pensions professionals, with unrivalled technical and administration experience, who are available across the country at short notice, to help meet our clients' resource needs.



THE CHALLENGE OF A TYPICAL SCHEME YEAR

Increasing pressure on service levels

Growing regulatory pressures, changes to the corporate landscape and the corresponding need to upgrade administration processes and systems, are placing additional demands on pensions operations.

The increasing level of work driven by these changes needs to be managed, while maintaining the required service and quality levels for scheme members.

As a result many Pensions Managers are struggling to meet their project and day-to-day administration needs with the internal resource they have immediately available.

"We continue to be impressed with Hazell Carr's professionalism and have been extremely satisfied with the level of service we have received. Our requirements have been fulfilled on all occasions and the calibre of candidates submitted has continued to be of a very high standard."

Lynn Smith
Director of HR Operations
Alliance Trust

THE BENEFITS

- Access to experienced and knowledgeable pensions professionals
- Ability to respond to new demands quickly
- Continuity of service levels at peak times
- Provides a cost-effective solution for short term or project work
- Facilitates improved management of your pensions operation
- Reduces the need to increase permanent headcount for interim projects

A scalable and flexible service

Our close contact with Pensions Managers across many small, medium and large schemes in the private and public sectors has shown there is a widespread and growing appetite for a pool of skilled pensions resources.

Hazell Carr is uniquely placed to offer the solution.

As part of the Xafinity Group we have over 1,000 staff engaged in pensions, pensioner payroll and financial administration, combined with a large pool of skilled pensions contractors, we have one of the largest and most experienced pensions workforces in the UK.

The Hazell Carr solution

We are able to provide experienced and qualified pensions professionals across all areas and at all levels, from Pensions Administrators to Project Managers and Business and Systems Analysts.

Our people are selected for their outstanding pensions knowledge, unrivalled breadth and depth of experience across different types of schemes and positive 'can do' attitude.

A dedicated Client Services Manager will work closely with you through the duration of the relationship to provide support, ensuring our service is tailored to meet your specific needs.

We are able to provide individuals for varying lengths of time, from a couple of days through to weeks, months and even longer. Moreover we are highly experienced at working to very short lead times enabling our clients to adjust the number of individuals according to their fluctuating needs.

Hazell Carr can also help meet resourcing challenges in other areas should you require.



HOW WE CAN HELP YOU

Key to our service is our flexibility, combined with the knowledge and experience of our staff.

Wide-ranging skills

- Pensions experience in both the private and public sectors
- Administration experience in Defined Benefit (DB), Defined Contribution (DC), CARE and hybrid schemes of all sizes
- Project experience including scheme redesigns, regulatory changes, bulk enhanced transfers, system migrations and mergers and acquisitions
- Experience using market-leading pensions administration platforms
- Pension training on scheme design, process and change projects
- Project and change management experience within the pensions industry

Flexible delivery

- Short-term and long-term contracts
- Choice of resource management by you or us
- Reliable and experienced work-force
- Vast experience in rapid deployment of resource teams of all sizes
- On-site or off-site working
- Individuals or teams of skilled experts

HAZELL CARR

Hazell Carr is part of the Xafinity group and is one of the leading suppliers of pensions administration and actuarial services in the UK. With experience across many different sectors and projects, our customers benefit from a highly experienced, skilled and versatile resource pool, helping them manage workloads, develop best practice and transform their levels of customer service

With a wealth of industry experience, and a wide range of pension experts at our disposal, Hazell Carr is the ideal partner to help you manage changing levels in your workload.

Additional Specialist Resources

Hazell Carr is able to provide other specialist resources to help meet your needs, including:

- Actuaries
- Team Leaders
- Project Managers
- Trainers
- Complaint Handlers
- Complaint Officers
- Software Systems Analysts
- Software Developers

"At AEGON we have enjoyed a good relationship with Hazell Carr. They have always been generous in sharing ideas and business intelligence as well as helping us to develop business solutions. We have always found them open, professional and easy to deal with."

Maurice Brunet
Director of Strategy, Development and Delivery
AEGON

If you would like more information on how Hazell Carr can help, please call us on 01189 513 989, email us at enquiries@hazellcarr.com or visit www.hazellcarr.com



Hazell Carr is part of the Xafinity Group, which is one of the UK's leading specialist providers of pensions, employee benefits and payments expertise, with 170 years' experience and handling £2 trillion annually.

The group provides consulting, software, training and business process outsourcing services that enable public and private sector organisations to deliver employee benefits more efficiently.

We were voted both the Flexible Benefits Advisor of the Year 2006 and the Best Pensions Software provider in 2007, and are the accredited software supplier to the UK Principal Civil Service Pension Scheme.

With 1,100 people nationwide, we have operational and relationship management centres across the UK, in Bath, Birmingham, Crawley, Fleetwood, Leeds, London, Reading, Stafford and Waterlooville.



Hazell Carr is one of the UK's leading providers of skilled resources operating in the Financial Services industry today.

For more than a decade, Hazell Carr has provided companies with a range of placement services, focussing on pensions administration, actuarial, complaint handling, customer services, project management and systems expertise.

With experience across many different sectors and projects, our clients benefit from a highly experienced, skilled and versatile resource pool (staff and associates), helping them manage workloads, develop best practice and transform their levels of customer service.

Hazell Carr

27 Kings Road
Reading
Berkshire
RG1 3AR

Tel: +44 (0)1189 513 700
Fax: +44 (0)845 345 9497

pensionsresourcing@hazellcarr.com

www.hazellcarr.com