



PENSIONS ADMINISTRATION

Project and Administration Services



## Pensions Project and Administration Services

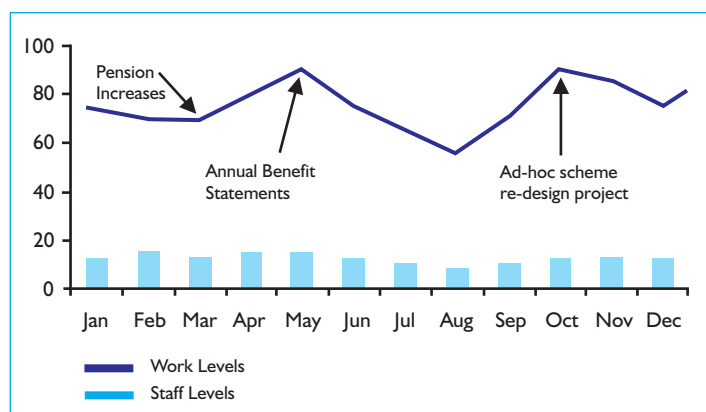
Helping companies manage ever-changing workloads with experienced pensions resources

**Delivering high levels of quality service is every Pension Manager's goal. This is becoming increasingly hard to achieve within the complex and turbulent modern-day pensions environment.**

**Ever-changing workloads need to be managed, with seasonal peaks often requiring a higher-than-optimum level of staffing. Also, when additional projects arise, it can become very difficult to maintain service levels with resources being 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 in the right place.**

**As the UK's leading specialist pensions administration firm, this is where Xafinity Paymaster can help. We are able to supply pensions professionals, with unrivalled project and administration experience, who are available across the country and at short notice, to help meet clients' needs.**



## THE CHALLENGE OF A TYPICAL SCHEME YEAR

### Increasing pressure on service levels

Increasing regulatory pressures, changes to the corporate landscape and the resulting need to upgrade administration processes and systems, are placing additional and unavoidable demands on pensions operations and their resources.

The increasing amount of project work driven by these changes needs to be managed, while maintaining the required service and quality levels for scheme members; taking into account the constraints of the pensions operation.

It is not surprising that many Pensions Managers are becoming increasingly concerned about the availability of skilled pensions professionals to enable them to meet their project and day-to-day administration resourcing needs.



## THE BENEFITS

- Access to experienced and knowledgeable pensions professionals
- Increases your ability to respond to new demands quickly
- Continue to maintain service levels at peak times
- Provides a cost-effective solution for short term or project work
- Facilitates improved management of your pensions operation

## A scalable and flexible resource

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

Xafinity Paymaster is uniquely placed to offer the solution.

With over 1,000 staff engaged in pensions, pensions payroll and financial administration, we have one of the largest and most experienced pensions workforces in the UK.

## The Xafinity Paymaster 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. This can help you cope better with your day-to-day resourcing demands, as well as supporting you with important change management projects.

We work in partnership with you to establish your individual requirements, tailoring our solution to meet your exact needs.

Our people will be selected for their outstanding pensions knowledge, unrivalled breadth and depth of experience across different types of schemes and positive 'can do' attitude. They are all highly trained and available across the UK, at short notice and for variable periods of time.

A dedicated Client Services Manager will work closely with you throughout the duration of the relationship to provide support for you and our staff.

In addition, we may also be able to provide other specialist resources from across the Xafinity group to help meet your needs in other areas, where required.



## HOW WE CAN HELP YOU

The key to our service is flexibility, combined with the knowledge, skill and experience of our staff.

Working in partnership with you, we offer a range of services that can be configured to meet your precise needs.

### Wide-ranging skills

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

### Flexible delivery

- Short-term and long-term contracts
- On-site or off-site working
- Multiple UK locations with a linked network
- Choice of resource management by you or us
- Any combination of the above, to meet your precise needs

### Xafinity locations around the UK

- Crawley
- Fleetwood
- Stafford
- London
- Reading
- Leeds
- Birmingham
- Bath
- Waterloooville

## WHY CHOOSE XAFINITY?

- Formed in 1836, we are the UK's most experienced organisation in delivering cost-effective financial administration. We handle more than £7 billion in pension payments annually, to over 1.7 million pensioners in 189 countries
- We are one of the leading providers of outsourced administration services to both the public and private sectors, with over 150 clients including GlaxoSmithkline, Mineworkers Pension Scheme, Liverpool Victoria and Police Forces
- We own and operate the UK's market-leading pensions administration platform, Compendia, which delivers very high levels of member and stakeholder interaction, and handles both DB and DC scheme structures

### Your partner for effective, economical pension administration

With 170 years' experience, over 1,000 staff – and the most advanced and acclaimed pensions software platform in the market – Xafinity Paymaster is the ideal partner to help you manage changing levels in your workload.

As a member of the Xafinity Group, we are part of the UK's leading specialist pensions and benefits group, and many parts of our service have ISO 9001:2000 accreditation.

### Additional Specialist Resources

The Xafinity Group is able to provide other specialist resources to help meet your needs, including:

- Actuaries
- Pensions Consultants
- Trainers
- Software Systems Analysts
- Software Developers
- Project Managers
- Independent Trustees
- Investment Managers
- Employee Benefits and Reward Consultants

If you would like more information on how Xafinity Paymaster can help, please call us on 01293 560999, email us at [info@xafinitypaymaster.com](mailto:info@xafinitypaymaster.com) or visit [www.xafinitypaymaster.com](http://www.xafinitypaymaster.com)



Xafinity 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.

## Xafinity paymaster

Xafinity Paymaster is one of the UK's largest financial business process outsourcing companies, providing pensions administration, payments and collections services for hundreds of public and private sector organisations. Founded in 1836, Xafinity Paymaster has an unparalleled 170 years' experience in large-scale financial administration. Almost 2 million members throughout the world rely on Xafinity Paymaster to pay their pensions, with transaction values exceeding £7 billion every year.

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