



Civica Pensions

A dynamic solution for a challenging environment

Incorporating workflow technologies, Civica Pensions provides a single product solution to address the demands placed upon pension administration departments. Both flexible and user-friendly, it offers a host of functionality to streamline processes for even the most demanding of schemes.

Why Civica's pension solution?

Today, the requirements placed upon pension schemes are greater than ever before.

Regulations and the demands of a fast-paced society are increasingly putting pensions managers under pressure to deliver more for less without introducing risk to the scheme.

Civica's Universal Pensions Management (UPM) solution enables schemes to operate more effectively and benefit from significant cost and time saving efficiencies:

- Streamlining of business processes reduces the need for work-arounds and outdated procedures.
- The ability to amend and create processes removes reliance upon the system supplier.
- Intelligent processing allows flexible business processing for a multi-skilled workforce.
- Facilitates consistent working methods within and across teams and offices so work can be completed on time, every time.

- Full management control and performance reporting ensures adherence to SLAs and disclosure requirements.
- Online member access reduces the number of member queries received, freeing up resources to focus on value-added activities.
- All documentation can be scanned, ultimately eliminating the requirement for paper, offsite and microfilm storage and management, saving space, time and money. Electronic documents are available to multiple users simultaneously.
- Incoming documentation can be indexed directly onto a member's record using bar-coding.

Civica's UPM solution

provides an efficient means of improving service, reducing cost and managing risk.

With unlimited capacity for instant process adaptation, it is a bespoke system off the shelf – your design, our software.

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