

Pensions Administration

In an industry renowned for poor service at a high cost, third party administrators now have the opportunity to upgrade their offering through digital transformation. Automation is the future of administration; it will mitigate the risk of human error, speed up processes and reduce costs.

Our market-leading administration experts ensure that your scheme is being administered in accordance with the scheme rules, that the legal obligations of the trustees are met, and that sponsors and members are receiving value for money.

Whether you choose a fully bundled approach or opt for our standalone award-winning pension administration service, we will offer a personal and expert approach on every step of your pensions journey.

Built with member and trustee satisfaction at the core, we go beyond the basic administrative tasks to include integrated pension flexibility functionality, alignment with IFA advice services and end game preparation.

Our commitment within our core services includes:

- Complete 75% of cases within 48 hours
- Measure and audit within a zero error environment
- Maintain our 99% Service Level Agreement achievement
- Ensure best market terms and conditions.

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“Your proactive approach and problem solving is excellent. You make decisions quickly and keep us involved.”

Ian Nichols, Pensions Manager

Pensions Administration and Technology

Our pensions administration services are award-winning. We are investing in the most current technology including robotics, artificial intelligence and biometrics to improve member satisfaction, maximise data security and reduce errors.



0203 727 9800

8.30am to 5.30pm, Monday to Friday



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Key takeaways

- Apply a holistic approach to all aspects of pension administration
- Full digital adoption
- Provide a pensions administration service that delivers on set promises
- Review current processes to ensure cost effectiveness and time efficiencies
- Maximise engagement with sponsors, trustees and members.

When we established in 2003, we set ourselves a mighty ambition to transform the quality of the industry, and that's exactly what we have done. As a client we'll give you the support to respond to the world ahead, not the one we're leaving behind.