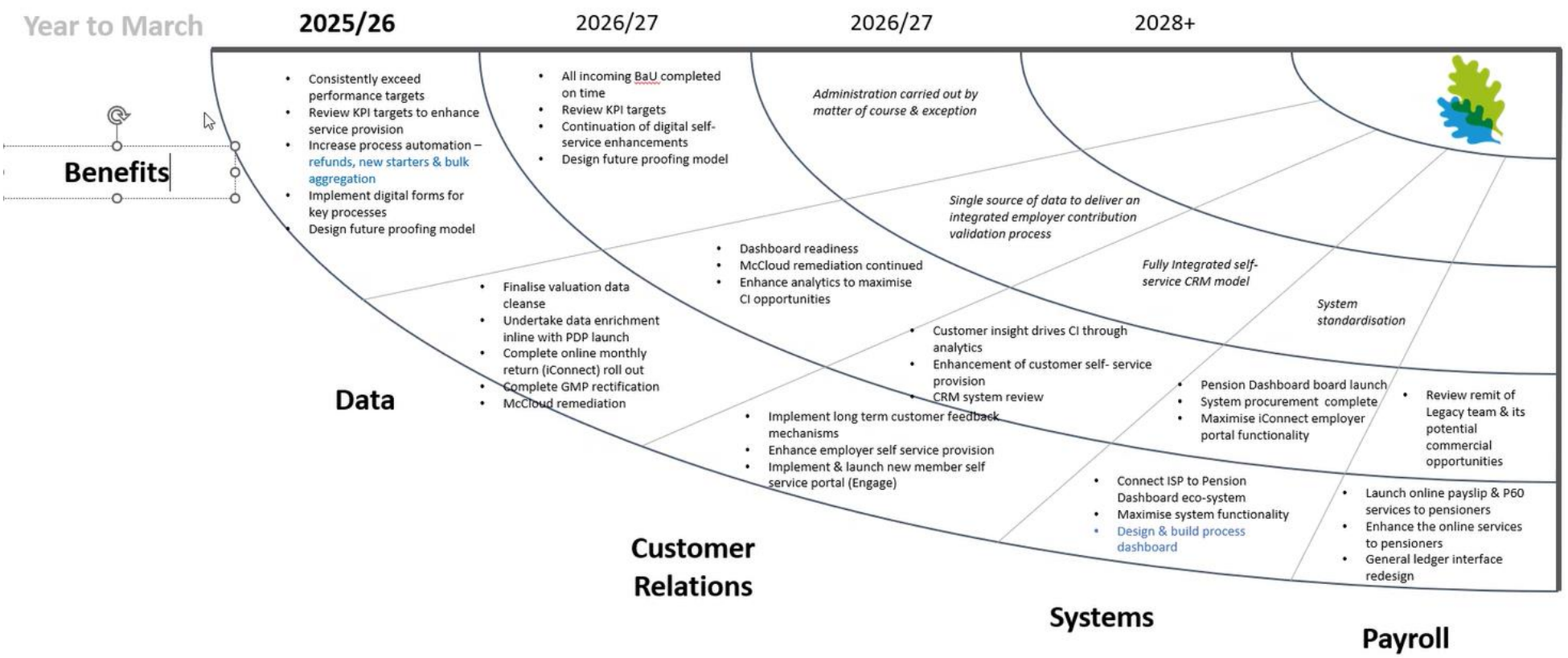
Year to March
2025/26
2026/27
2026/27
2028+
Benefits
Consistently exceed performance targets
Review KPI targets to enhance service provision
Increase process automation – refunds, new starters & bulk aggregation
Implement digital forms for key processes
Design future proofing model
All incoming BaU completed on time
Review KPI targets
Continuation of digital self-service enhancements
Design future proofing model
Administration carried out by matter of course & exception
Single source of data to deliver an integrated employer contribution validation process
Fully Integrated self-service CRM model
System standardisation
Data
Finalise valuation data cleanse
Undertake data enrichment inline with PDP launch
Complete online monthly return (iConnect) roll out
Complete GMP rectification
McCloud remediation
Dashboard readiness
McCloud remediation continued
Enhance analytics to maximise CI opportunities
Customer Relations
Customer insight drives CI through analytics
Enhancement of customer self- service provision
CRM system review
Implement long term customer feedback mechanisms
Enhance employer self service provision
Implement & launch new member self service portal (Engage)
Systems
Pension Dashboard board launch
System procurement complete
Maximise iConnect employer portal functionality
Connect ISP to Pension Dashboard eco-system
Maximise system functionality
Design & build process dashboard
Payroll
Review remit of Legacy team & its potential commercial opportunities
Launch online payslip & P60 services to pensioners
Enhance the online services to pensioners
General ledger interface redesign