opentext™

Success story

Pension Protection Fund

Industry
• Financial Services

Solution
• OpenText™ MBPM (formerly Metastorm BPM)

Services
• OpenText Professional Services
• OpenText Optimize Service Program

Results

💰 Contributed towards **reducing pension scheme assessment period** to fall within two year target

🔄 Improved ability to **meet new and emerging process requirements**

💼 **Reduced cost of operations** through efficiency improvements

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Pension
Protection
Fund

OpenText helps Pension Protection Fund reduce scheme assessment processing times

Process consistency and automation provide a sound investment for the future

"Key among the benefits of standardizing processes has been the ease with which users can pick up a case from a colleague. They no longer spend time trying to understand where a case is in the process, what steps remain, what documentation has been captured and where it's stored."

Magnus Gerber
Head of Operations Solutions
Pension Protection Fund
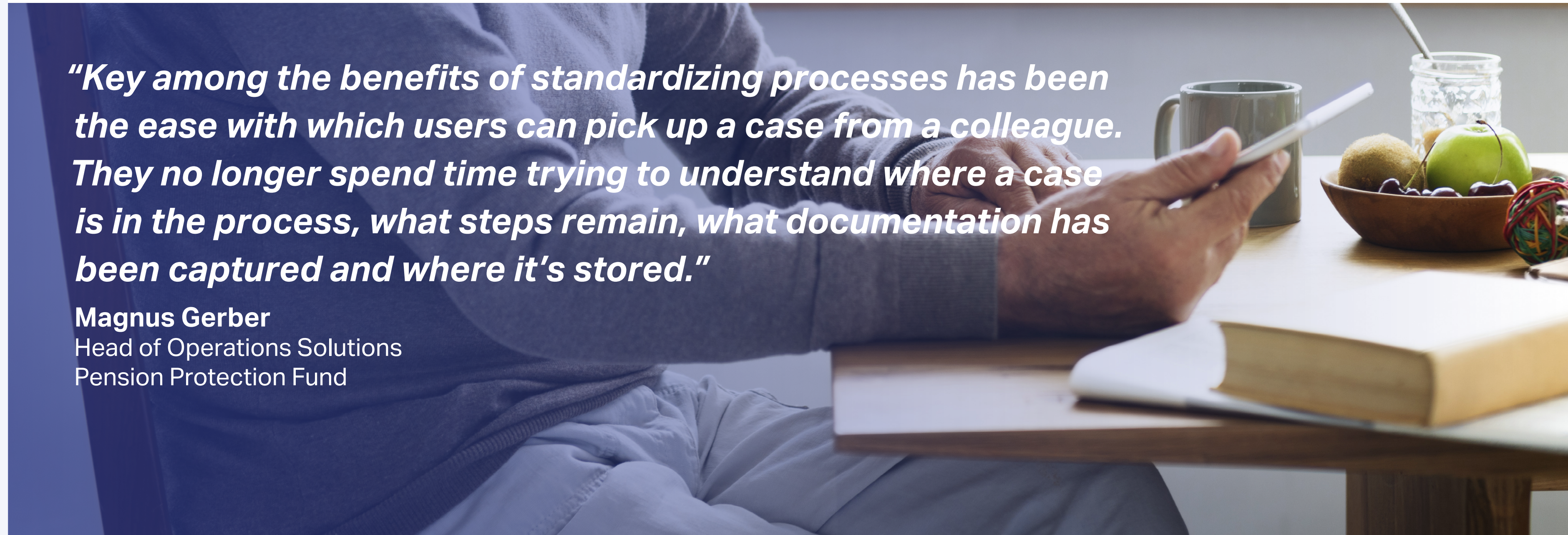
The Pension Protection Fund's (PPF) main function is to provide compensation to members of eligible defined benefit pension schemes when there is a qualifying insolvency event in relation to the employer, and where there are insufficient assets in the pension scheme to cover the PPF level of compensation. Investing the assets of the PPF effectively is a key function of the organization.

For PPF to take responsibility for a pension scheme, an assessment is undertaken to ensure its criteria are met. This is a complex and time-consuming process, which involves Scheme Delivery Associates (SDA), managers, pension fund trustees and administrators and regulatory bodies. With some assessments taking three to four years to complete, PPF needed to improve their processes. Although this was an improvement on historical assessment times, PPF aspired to reduce its assessment time to two years.

Inconsistent case management processes and documentation impacted delivery timescales

The SDAs who manage pension schemes through assessment had slightly different ways of working, which made reporting difficult and inconsistent, as was passing a case to another SDA as they would first have to understand the process that had been followed to date.

As each case involves numerous documents, forms and internal and external communications, a lack of automation led to duplication and issues with version control. Users often kept documents on local drives, therefore exacerbating access issues, particularly as there was no central repository.

"With little automation or process consistency, we were heavily reliant on spreadsheets to manage the business, clearly not a long term strategy. We had to identify and implement a better, more efficient way of working," said Magnus Gerber, head of Operations Solutions at the PPF.

In 2011, PPF sought to identify and implement a solution to help them complete assessments in under two years. After evaluating a number of options, PPF selected OpenText™ MBPM as the best solution to meet their unique needs around business process management.

Taking a phased approach eases solution in and keeps business disruption to a minimum

PPF, working with OpenText, began implementation of phase one of the project in 2011. This would allow new cases to be created with the new OpenText MBPM solution.

"We moved from largely manual processes that were heavily reliant on paper to the OpenText solution, which provides consistent processes with centrally stored and controlled electronic documentation with everyone working to the same standards," added Magnus Gerber.

To meet PPF's needs, OpenText customized the solution extensively. PPF maintains a database of cases in assessment, with associated document assets residing in Microsoft® SharePoint®. By exposing these to MBPM, documents could be stored and retrieved using SharePoint, driven by the business process. An ongoing onsite presence by OpenText built and nurtured a partnership, encouraged knowledge sharing and maintained confidence to proceed to the second phase.

The solution also provides a web portal to initiate cases, with relevant information gathered by OpenText to update the master database. An email listener is used to ensure inbound and outbound emails are also captured and associated with the appropriate case.

In 2013, phase one went live and phase two scoping and development began. As with any new system, there were some challenges but a good foundation of collaborative working practices allowed the PPF and OpenText team to resolve issues quickly.

"We moved from handling only new cases to having a single, standardized and reliable case management solution for all cases, pivotal in us meeting our goal of undertaking assessments in under two years."

Magnus Gerber
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Completing the case files with migration of existing cases

With around 110 new schemes assessed annually, at least 200 schemes are in assessment at any time. Phase two of the project migrated over 500 existing cases to the MBPM solution.

"The first phase was a learning curve for PPF. We took the lessons learned and, in phase two, held more workshops to keep users informed and define clearer roles. Overall, despite being more complex, we completed phase two with help from OpenText in just seven months," added Magnus Gerber.

Migrating existing cases involved mapping each case to the newly defined processes, providing the consistency that PPF originally sought.

"OpenText used their skill and knowledge to assist the PPF team to ensure a smooth and seamless transition from the old to the new. We moved from handling only new cases to having a single, standardized and reliable case management solution for all cases, pivotal in us meeting our goal of undertaking assessments in under two years," added Magnus Gerber.

Positive user reaction, rapid adoption and improved management reporting

Changing the way people work can cause mixed reactions. However, users embraced the new solution, clearly understanding the short- and long-term benefits. Through customization of the OpenText solution, many of the process attributes that users were familiar with remained.

"Key among the benefits of standardizing processes has been the ease with which users can pick up a case from a colleague. They no longer spend time trying to understand where a case is in the process, what steps remain, what documentation has been captured and where it's stored," added Magnus Gerber.

Taking a snapshot of case workload and identifying its progress in the process used to involve manipulating multiple spreadsheets. With the new solution, management reporting is now available on demand, accurately and reliably, without placing undue burden on users.

Realizing the wider benefits including cost savings and flexibility for the future

Prior to the introduction of OpenText, time was spent looking for documentation, understanding the current status of cases and generating reports. As OpenText helped reduce scheme assessment times, PPF also reduced the costs involved.

"We've not only addressed the key issue of assessment times, we've reduced costs and have a solution allowing us to quickly make changes to configurable items. For example, when legislation or regulation demands a change to documentation, we make the updates in one central location and the change will be universally and immediately adopted," said Magnus Gerber.

Throughout the project, PPF engaged OpenText Professional Services, who were helpful, professional and responsive to the needs of PPF. With the solution in full operation and business continues as usual, PPF also benefits from the OpenText Optimize Service Program, which provides quick access to OpenText resources, application support for the customized elements and onsite consultancy days where in-depth assistance is required. Magnus Gerber concludes, *"The benefit of the OpenText Optimize Service Program has been immeasurable, we have agility, flexibility and access to the very best resources, who often go above and beyond the call of duty to ensure we get a more than satisfactory outcome each and every time we interact with them."*

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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