

Digital Admin Working Group

Transforming Pensions
Administration: The Journey
Towards Digitalisation

“We want the industry to change its mindset, from prioritising low costs to putting value first. And by doing so to drive innovation in the interests of savers.”

Nausicaa Delfas, TPR CEO, speaking at the Professional Pensions Live Conference, May 2023

The PASA Digital Admin Working Group (DigWG) is embarking on an exciting initiative in the coming months, releasing a comprehensive series of content titled **Transforming Pensions Administration: The Journey Towards Digitalisation**. This series aims to provide invaluable insights and recommendations for schemes seeking to navigate the digital transformation journey effectively.

Throughout this series, our focus will revolve around the central question:
How can digital administration accelerate to foster member engagement and deliver a level of service comparable to the advancements seen in other sectors of the financial industry?

To ensure accessibility and engagement, the content will be delivered through diverse formats, including in-depth research reports, videos, interactive webinars, and informative whitepapers. Each installment will be carefully crafted to offer not only practical guidance but also insightful perspectives to assist schemes in their digital journey.

Stay tuned as we embark on this transformative exploration of pensions administration in the digital age, with the ultimate goal of empowering schemes to thrive in the ever-evolving landscape of digital administration.

Transforming Pensions Administration: The Journey Towards Digitalisation

Chapter

1

Mission Scene Setting

Why we're looking to identify the current status of digital adoption within the industry

Paper

Chapter

2

Research Results & Conclusions

Industry survey to find out what are the scheme priorities when it comes to digitalisation and identifying the common trends delaying digital adoption

Paper

Video

Infographic

Chapter

3

Benefits of Digitalisation

Examples of schemes with automated calcs who don't use them – how can we help encourage and ease the path to getting the best out of what we have?

Paper

Chapter

4

A Cultural Change for Digital

What can be done to encourage cultural change to improve digital adoption?

Video

Chapter

5

The Data Saga Continues

Data is key to any digitalisation work. What are the options for ongoing data cleansing for schemes?

Webinar



Timeline

IN PRODUCTION

NEW CONTENT

Promotion window 

September				October				November				December				January				March				April				May				June				July																																											
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