

Transformation of Legacy Systems into a Scalable, Efficient Annuity Platform.

Challenge

- The client needed to replace their 40-year-old legacy annuity administration & payments system
- The existing system was running beyond its designed capacity & required significant manual effort



Solution

- Implemented a new scalable payroll system to overcome capacity limitations
- Migrated annuitants from the old legacy system to the new system, improving data quality through cleansing
- Created a centralised data distribution layer to manage annuity data flow to payroll & downstream processes



Outcome

- Enhanced customer experience through timely, accurate pay slips, tax documentation & other key correspondence
- **Improved operational efficiency** with reduced manual processing & **real-time services**
- Facilitated future pension scheme migrations & created a robust foundation for significant revenue growth

