



WELCOME TO THE 5TH ANNUAL PENSIONS, DATA AND TECHNOLOGY SEMINAR

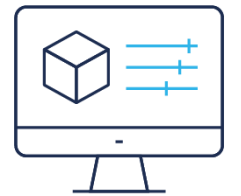
FRIDAY 15TH MARCH 2019

House Keeping

1. Please note that there is filming and photography taking place for promotional and archival purposes. Please make one of the production team aware if you would prefer not to be filmed.
2. In the case of a Fire Alarm, please make your way to the nearest fire exit calmly, there are no drills scheduled today.
3. Today is Red Nose Day, we have red noses and raffle tickets for sale in the breakout area so please join in and help us raise some money for Comic Relief. The raffle prize is champagne!
4. Please could you now switch your phones off or onto silent mode.

TODAY'S AGENDA

- + PENSIONS LANDSCAPE OF TODAY
- + Update from the Regulator – Louise Sivyver, TPR
- + Current day scheme challenges – Amy Regler (West Midlands Pension Fund) Simon Lewis (National Grid) and Ian Bloxham (Cosan)
- + Legal viewpoint – Anna Copestake, ARC
- + CURRENT INITIATIVES/SOLUTIONS
- + De-risking panel – John Smitherman-Cairns (Aviva) Adrian Cooper (TPT) and Adam Saron (Clara Pensions)
- + Dashboard panel – Romi Savova (PensionBee) Darren Philp (Smart Pension) Richard Smith (Independent Consultant) and Mick Mulligan (Cabinet Office)
- + Technology – what gets us excited? – Paul Whiteside, ITM
- + PENSIONS OF TOMORROW
- + ID Theft - Bennett Arron
- + Blue Prism - Adam Reynolds
- + ITM Insight, creating lasting solutions – Matt Dodds
- + Closing remarks and raffle draw – Duncan Howorth





The
Pensions
Regulator

Making workplace pensions work

AN UPDATE FROM TPR

Louise Sivyer – Policy Manager for Governance,
administration and DC

March 2019

Current day scheme challenges – what's top of the agenda for schemes?

Panel:

Amy Regler – West Midlands Pension Fund

Simon Lewis – National Grid

Ian Bloxham – Cosan Consulting



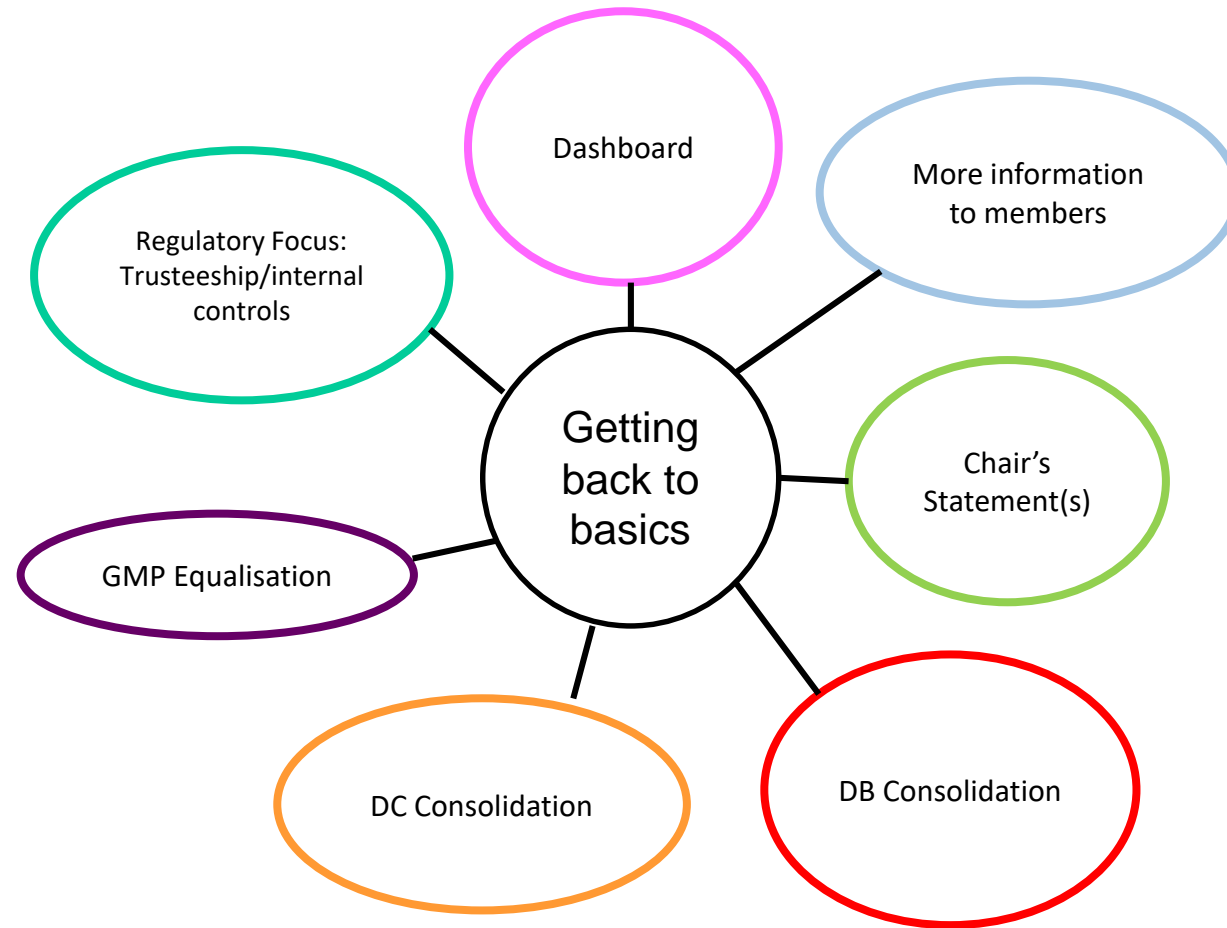


Pensions Age Seminar: Pensions, data & technology

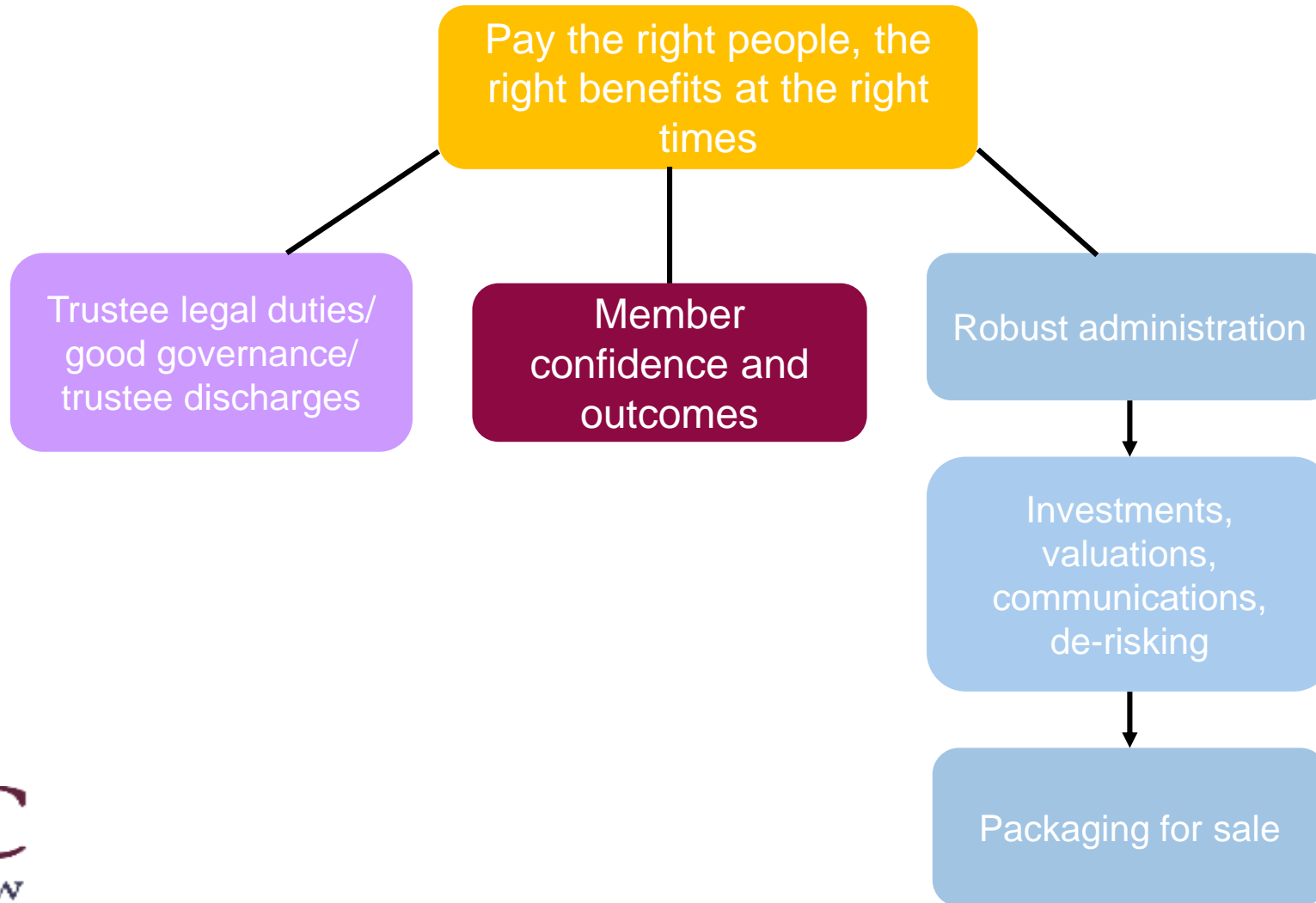
A legal view point

Anna Copestake, Partner

A busy time ahead...

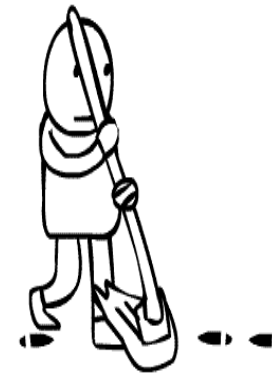


What are the basics?



Why we might be falling short

- Data often unreliable
- Level of discomfort that must be overcome
 - ‘Turning over the stones’
 - Hiding behind the words
- Importance of good administration undervalued
- An area of under-investment (Short-termism?)
- Focus on assets more than liabilities
- Taken as read that we’re getting it right



Getting in the driving seat



- “Know your scheme”
 - Data and administration practice
 - Entitlements – not just the current set of rules!
 - Identify and address discrepancies
- Make conscious choices
 - Find missing data/documents or decide when no more can be done
 - Amend rules, or admin practices, to create certainty
 - No action might be justifiable
 - Doing your best and what does that look like
- Living with imperfection or uncertainty
 - Allocation of risk
 - Insurance and indemnities are good but prevention is better

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A list of names of the members is available for inspection at the LLP's registered address at 80 Coleman Street London EC2R 5BJ. The word "partner" denotes an LLP member, or consultant or employee with equivalent standing and qualifications.

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COFFEE BREAK

De-risking – whatever the end game, is there commonality that applies to all schemes?

Panel:

John Smitherman-Cairns – Aviva

Adam Saron – Clara Pensions

Adrian Cooper – TPT

Dashboard – just how do we make it happen?

Panel:

Mick Mulligan – Civil Service & Royal Mail

Romi Savova - PensionBee

Darren Philp – Smart Pension

Richard Smith – Independent Pensions Professional

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THE TECHNOLOGY OF TOMORROW DELIVERING THE PENSIONS OF TODAY

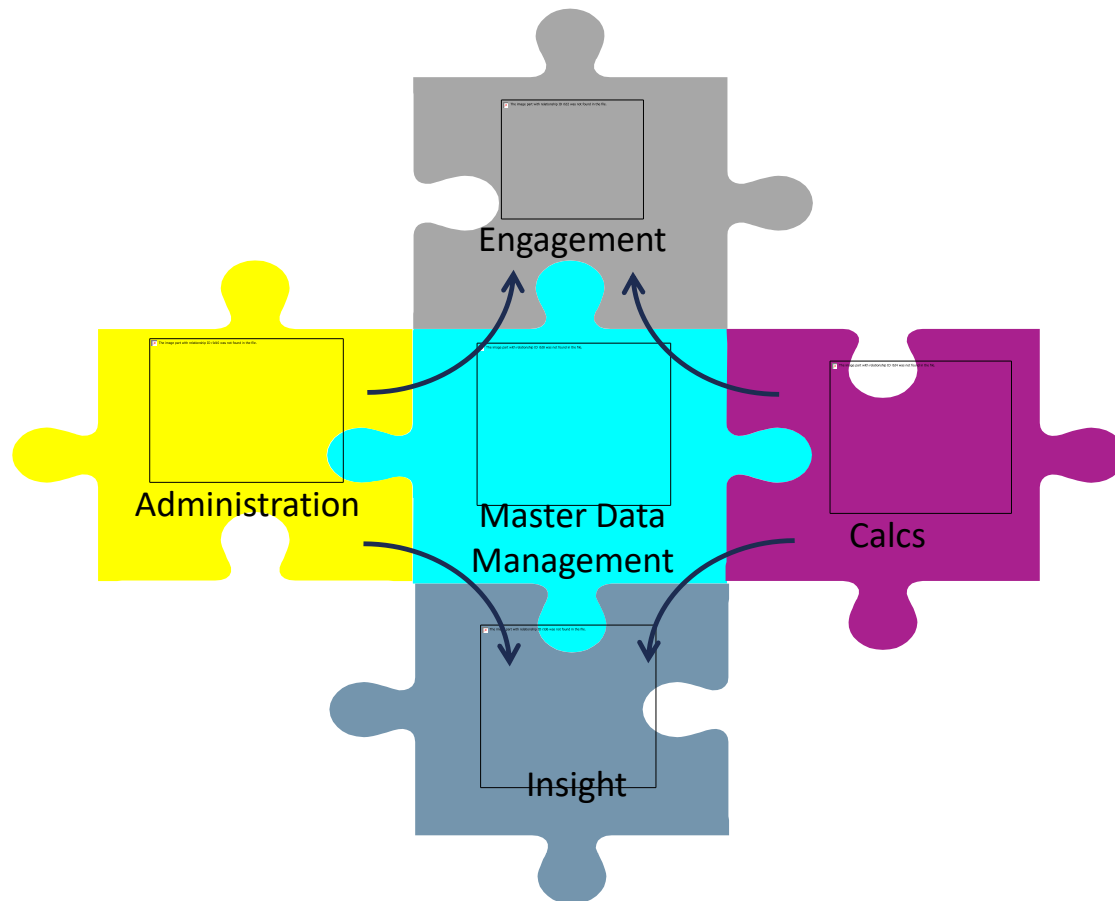
PAUL WHITESIDE

15TH MARCH 2019



ITM – DATA AT THE CORE

What?

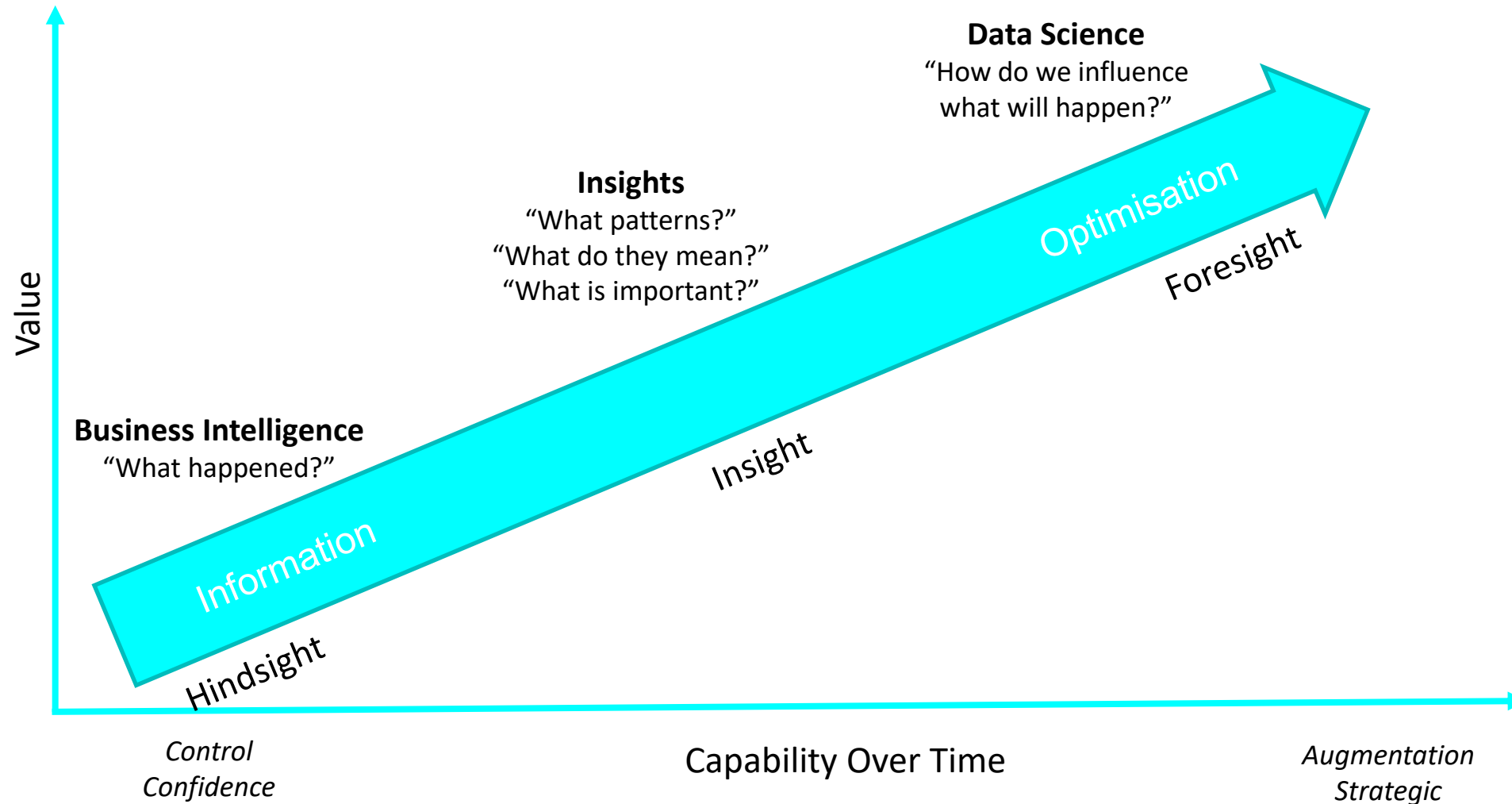


So what?

- + **Master Data Management** for pensions admin and HR data
- + **Control** – achieve confidence in your data
- + **Stable** – complete, where and when you need it, liberated from silos
- + **Compliant** – accurate, clean, relevant, achieves standards
- + **Accessible** – easy to find and access from other systems via APIs. Easy to share and control pensions data in your organisation
- + **Trustworthy** – a single source of truth for pensions data in your organisation
- + **Manageable** – load data from source systems when you need it
- + **Platform for ITM modular architecture**

TECHNOLOGY ENABLED BUSINESS INNOVATION

Changing the data management landscape from retrospective to forward looking



TECHNOLOGY ENABLED BUSINESS INNOVATION

What are the benefits?



Understanding Members

Prediction and classification
 Personalised engagement
 Comms that hit the mark and instigate action
 Designing and delivering relevant pensions products
 Natural language processing and sentiment analysis
 Influencing member behavior



Optimised Operations

Insights
 Standardisation of processes
 Service design
 Cause and affect
 Operational monitoring
 Trends
 Resource and forecasting



Risk Reduction

Machine learning
 Assessment of raw, unstructured data
 Outliers
 Anomalies



Scheme Onboarding confidence

Pre-Appraisal of data quality
 Assessment of what's in the data before you onboard it.



Data Assurance

ML enabled data rating
 Data scores
 Kite mark

LUNCH BREAK



connected-RPA

The Role of **Robotic Process Automation** In Today's Digital World

Adam Reynolds

Account Manager Financial Services Sector

Opportunity for those who are agile



What Is Robotic Process Automation



Emulates human execution of repetitive processes with existing applications



Robots are a virtual workforce controlled by the business operations



Interacts with any application or system using non-invasive techniques

The Blue Prism Future Vision of connected-RPA

Imagine...

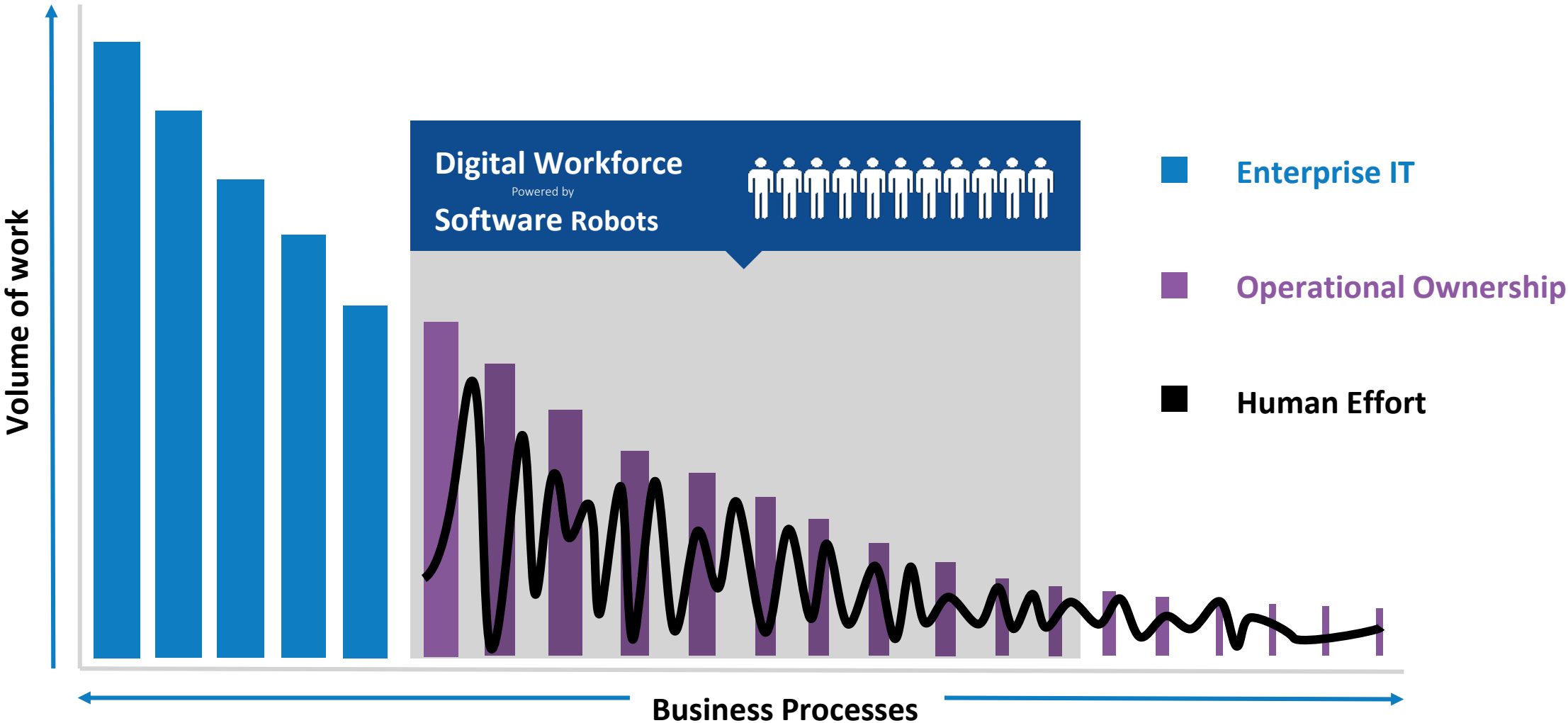


A business-led solution

Truly connected workforce

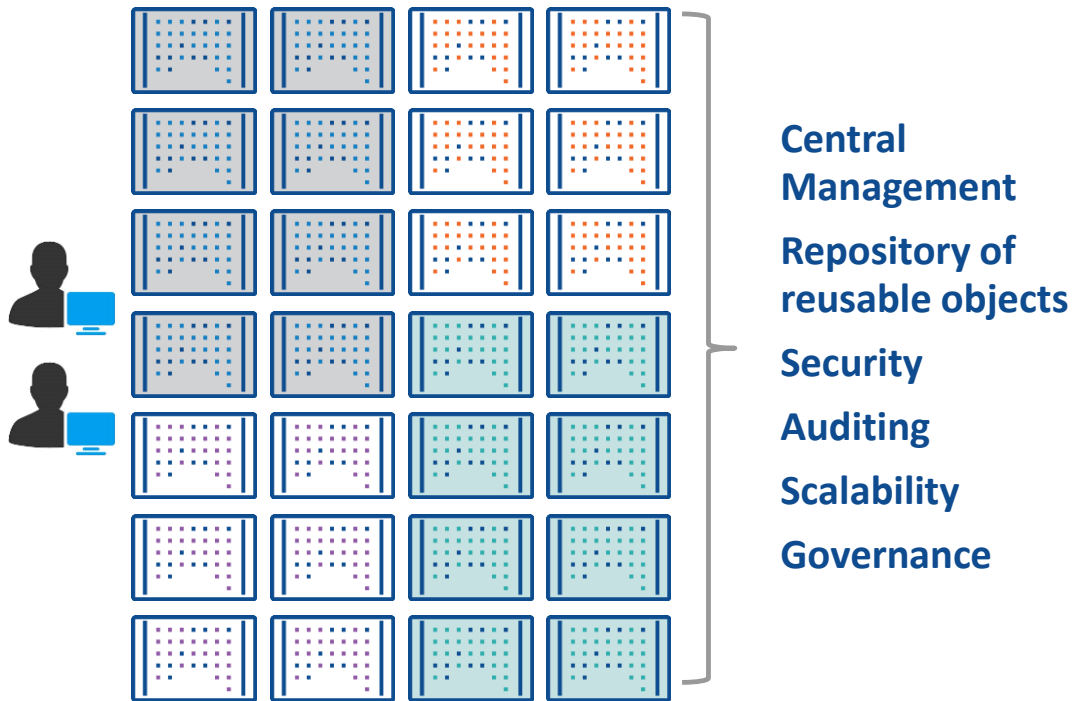
Intelligent Platform

What Is Robotic Process Automation

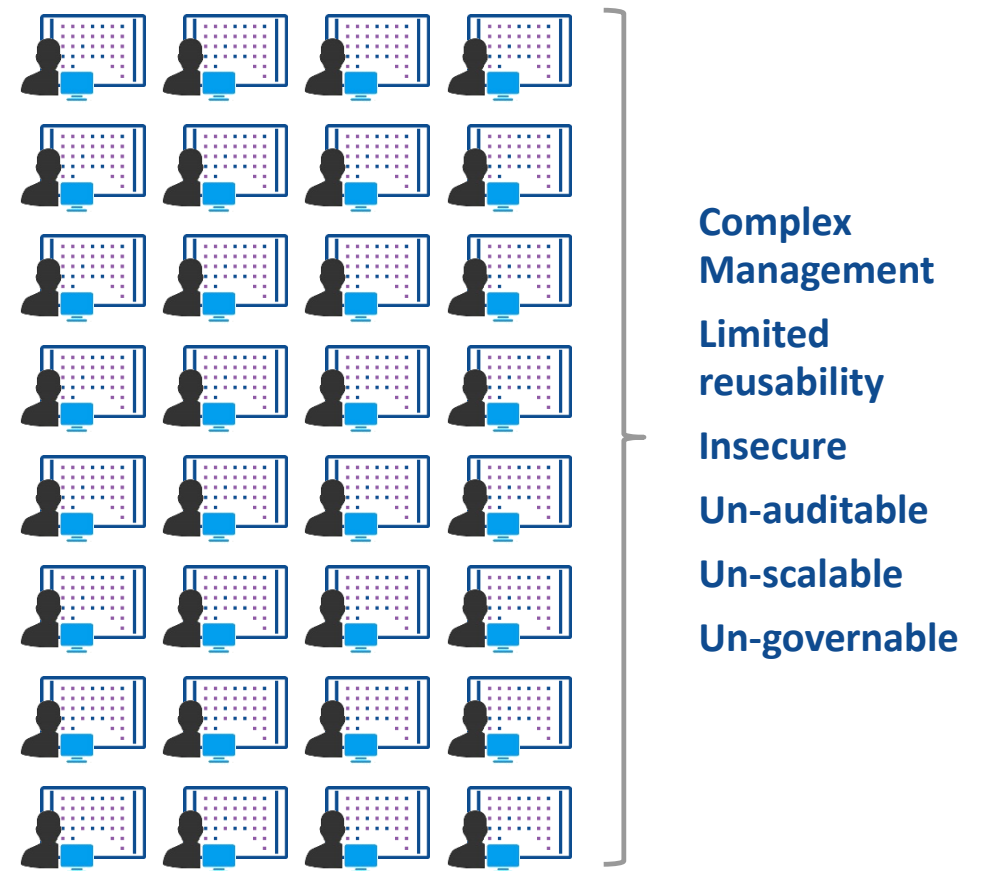


RPA vs RDA

The Virtual Workforce (Robotic *Process* Automation)



Robotic *Desktop* Automation



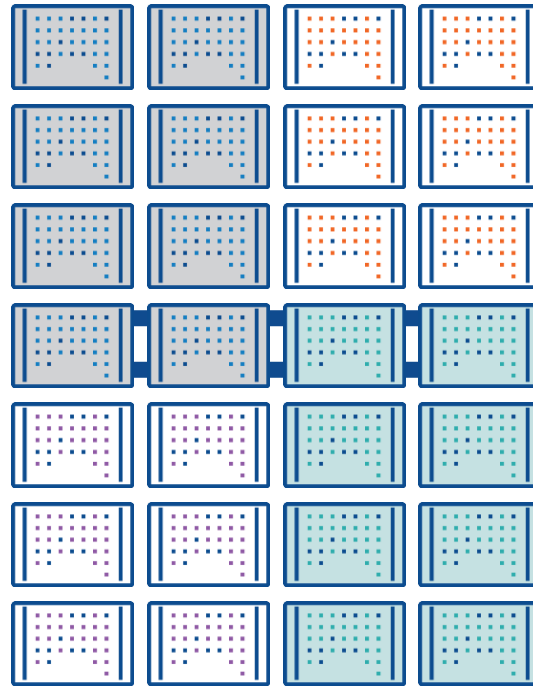
Guarantee Non-repudiation Of Action

Complete Audit Trail

No Mistakes



How Can RPA Help Your Business

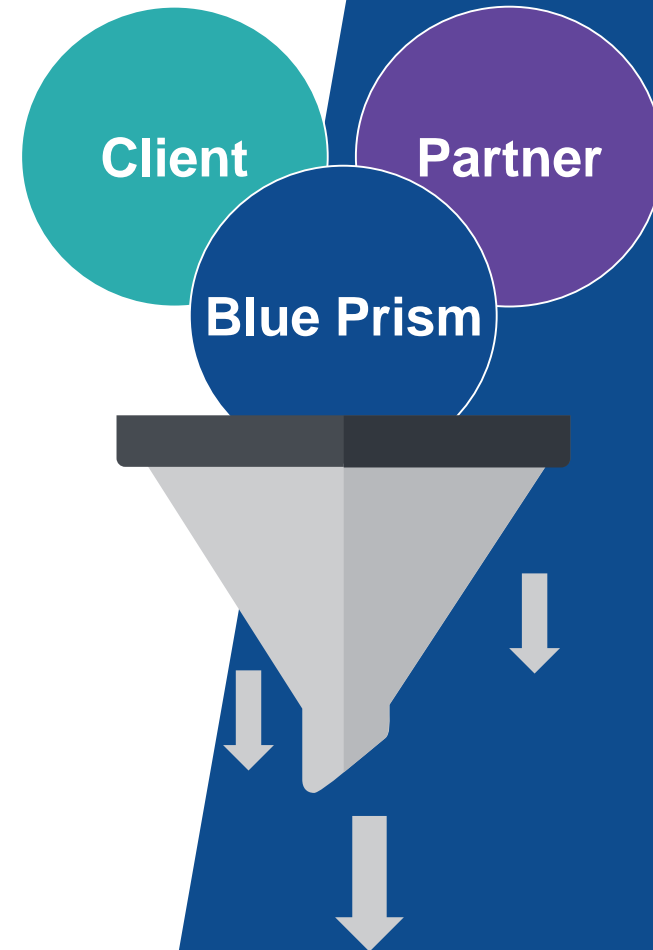


TIME
100,000



How To Get Started

- **They Know Your Business**
- **Done It Before**
- **Efficient Implementation**
- **Prove It Works**



RPA Potential in Financial Services

Operations

Ageas: Change without fear drives Digital Workforce success

Outstanding Business Benefits Realized in Customer Service

Nedbank: Eliminate duplicate payments resulting in multi-millions in savings

Western Union: Increased revenue/productivity with fully automated 24x7 support

HSBC: Improved process performance by 70%

Fraud & Compliance

Reduce fraud cases with fully automated account profiling

CO-OP: Bank card and pin pull process improves service and reduces fraud risk

Modernising communication with delinquent customers

Keep customer safe from unauthorised transactions

Governance project streamlines data management

Limiting risk of bank fraud

Customer Service

Increase customer satisfaction

Outstanding business benefits realized in customer service

From +7h to 30 min: Improved arrears process

Online service auto-enrolment

Customer acquisition campaign

100% compliant customer service

Increased customer satisfaction

Mortgages / Loans

From 3 day to 30 Min

CO-OP: 99% of loans on day of application

Other

Eliminates duplicate payments

80% saving in insufficient funds analysis

Digital Workforce Increased Revenue and Driver Productivity with Fully Automated 24x7 Support



A leader in global payment services. It has several divisions, with products such as person-to-person money transfer, money orders, business payments and commercial services. In 2016, it completed 791 million transactions for its consumer and business clients.



Business Challenge

- Improve customer service while expanding automation capabilities throughout the organization.
- Enable an increased workload to be managed by a smaller team, but also help them focus on security, compliance and better customer interactions.
- No change to existing infrastructure or systems; a scalable solution that can be leveraged in other business processes.



Deployed Solution

- Greatly increased customer satisfaction with 24/7 support and 100 percent customer self-sufficiency.
- End to end automation of refunds & financial transactions while maintaining full regulatory compliance.
- Blue Prism is ensuring that operational control, security and compliance standards are met.
- 21+ processes automated to date
- Seamless integration with Blue Prism.



Value Realized

Only 6 Months

To realize ROI

\$1M in Saving

In first 6-months

2 to 1 Return

On cost of robots

48 FTE

Reassigned to more cognitive-based tasks



Digital Worker 'Adam' eliminates duplicate payments resulting in multi-millions in savings

Nedbank's vision is to be Africa's most admired bank. Delivering innovative, market-leading client experiences, being operationally excellent in all they do, and managing scarce resources to optimize economic outcomes are key to achieving this vision.



Challenge

- The bank was making duplicate payments on invoices that were months, even years, old
- The 8 dedicated team members lacked access to necessary data, and a sub-par checks/balances process left room for error
- Nedbank would pay a 3rd party provider 7 Million Rand annually to help identify these duplicate payments



Solution

- The Digital Worker monitors all payments, and compiles the full payment history in a data warehouse
- It collects pending payments, and performs comprehensive checks on all payment requests against historic and other pending payments
- It produces a report with all potential duplicate payments and sends for review



Value

570 Million Rand (\$47M)

value of duplicate payments stopped annually

7 Million Rand (\$580k)

saved annually from eliminating 3rd party provider

Zero

duplicate payments post deployments

“Through 2021, 40% of enterprises will have RPA buyer’s remorse due to **misaligned, siloed usage & inability to scale.**”

WHEN?

- Gartner 2019 Predictions

blueprism[®]





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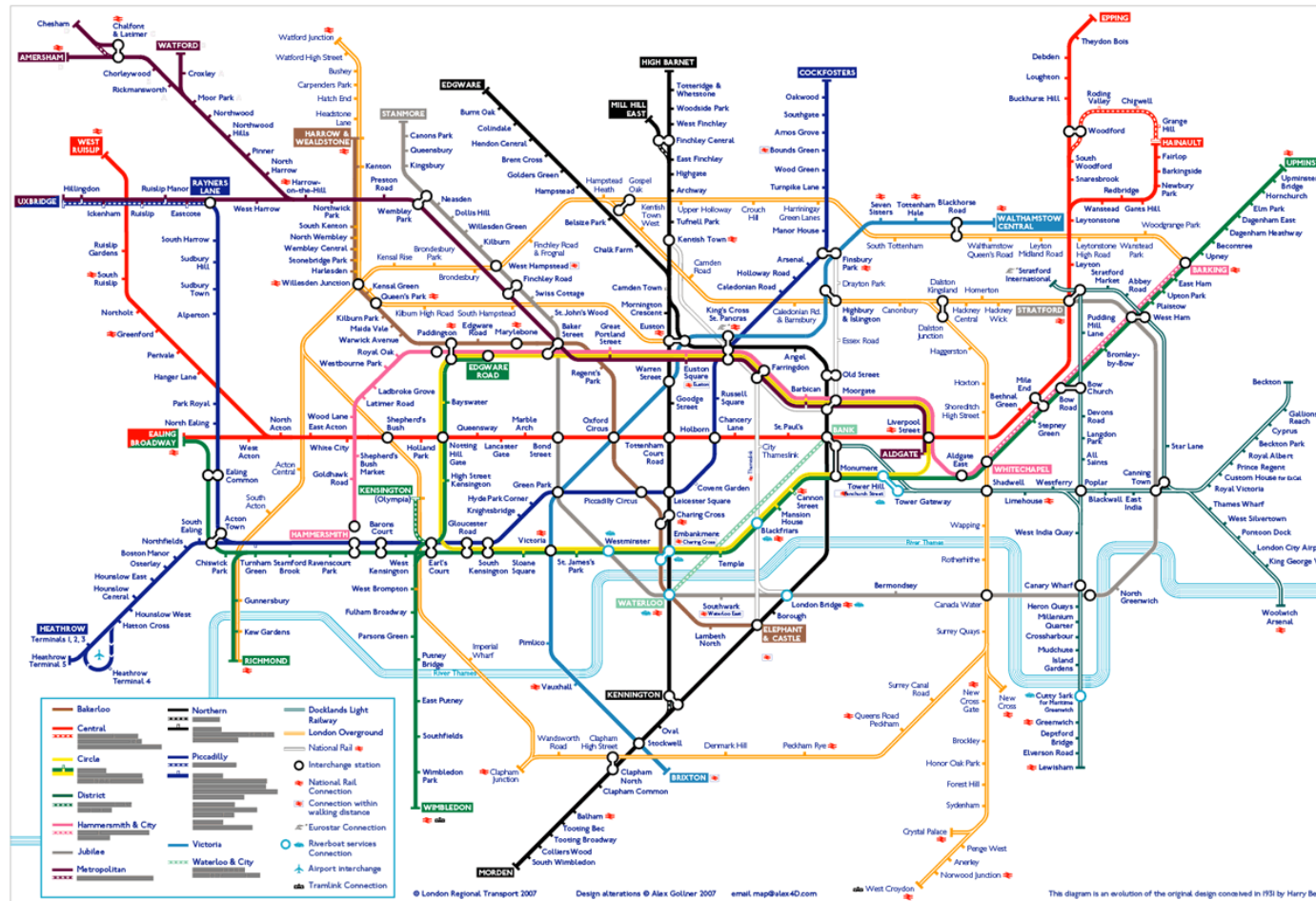
DATA AS AN ENABLER

A BETTER SOLUTION

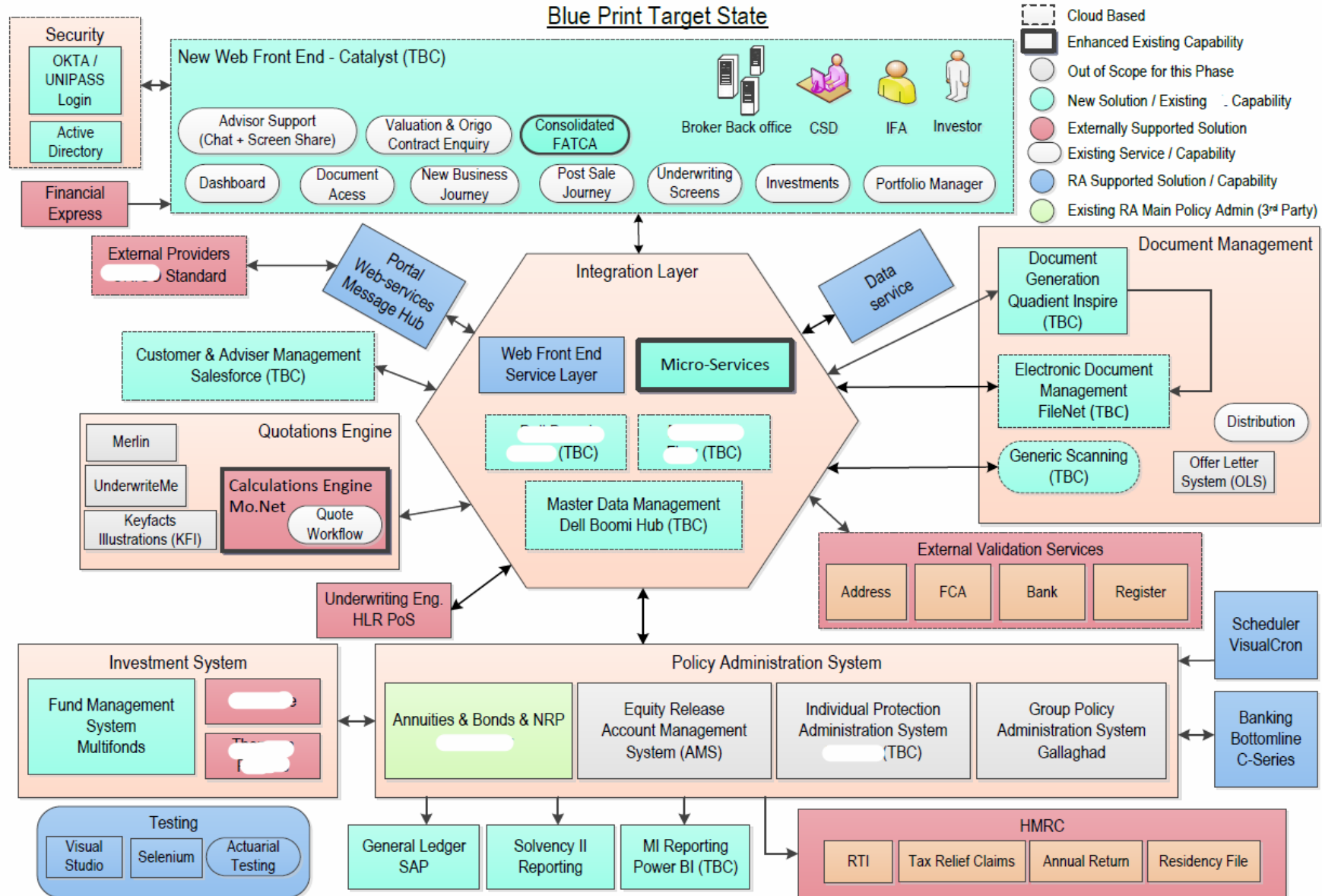
Matt Dodds

15th March 2019

WE ARE ALL ON A DATA JOURNEY...



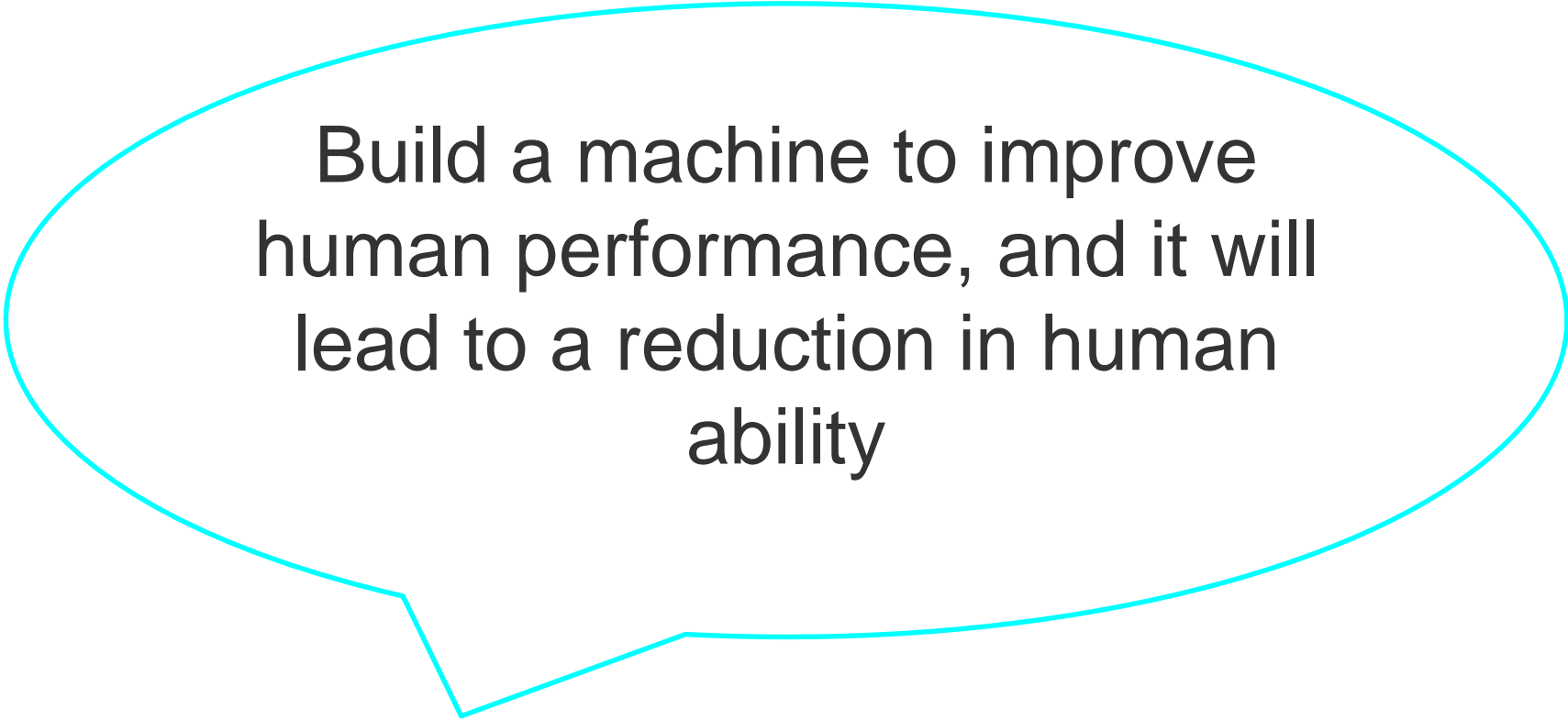




PEOPLE COMPLEMENTED BY TECHNOLOGY?

TECHNOLOGY COMPLEMENTED BY PEOPLE?

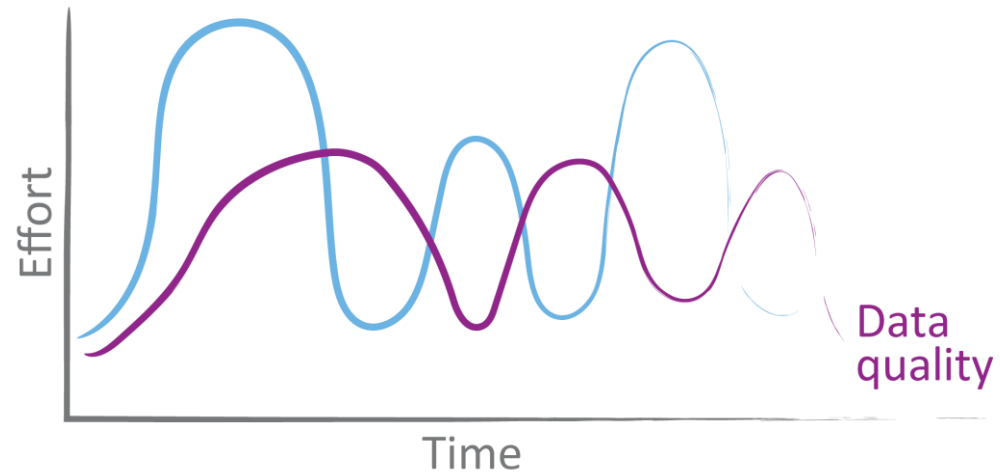
TECHNOLOGY COMPLEMENTED BY PEOPLE



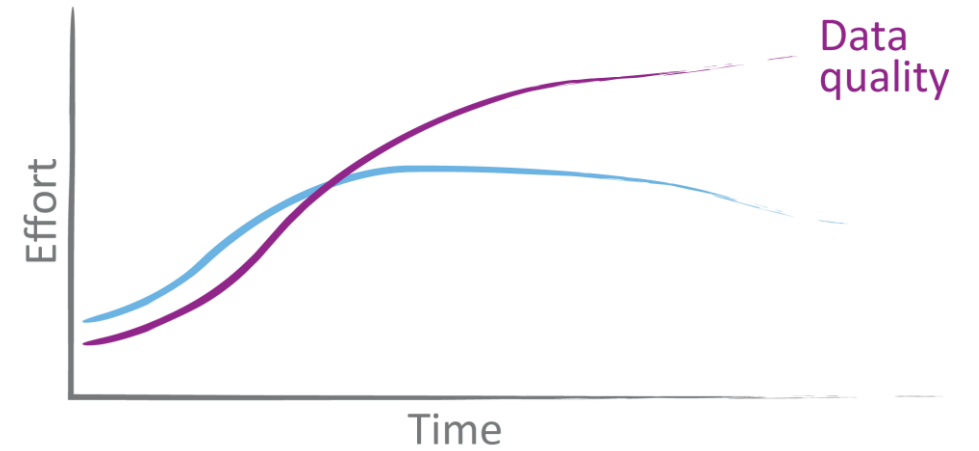
Build a machine to improve
human performance, and it will
lead to a reduction in human
ability

BUILDING DATA INTEGRITY

'Fire fighting' short-term approach /



Long-term approach /



**THE FUTURE DOESN'T JUST HAPPEN.
WE CREATE IT.**

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THANK YOU FOR COMING!

For more information please contact
info@itmlimited.com

