

# Case study / Major telecoms provider

*ITM were appointed by a major telecoms provider who had recently begun a substantial exercise, offering PIE to over 100,000 pensioners.*

*The initial brief was to undertake data analysis for a sample of pensioners eligible for PIE, although the exercise was then extended to a full data risk audit for all pensioners and with a specific focus on PIE critical data.*

## Full data risk audit and analysis for pensioners eligible for PIE

- ▶ **Data cleanse to identify and rectify risk**
- ▶ **Full GMP reconciliation**
- ▶ **Pre and Post 1997 accrued pension elements**
- ▶ **Scheme specific benefit splits and pension history**
- ▶ **Collaboration with scheme administrator**

## Solution delivered...

The audit enabled a filtering and prioritisation order to be established. A data cleanse project was also established to address 'fails' in the above data risks.

The data cleanse project encompassed five ITM team members working alongside the scheme administrators, based onsite in their offices.

The primary focus of the data cleanse was the GMP reconciliation and rectification. Specific problems are not dissimilar to those encountered on nearly all GMP reconciliation projects.

### For example:

- ▶ HMRC ability to respond in accordance with the wider scheme project timescales and objectives.
- ▶ Mismatched ECON and SCON numbers creating anomalies in where and with whom liabilities reside.
- ▶ Retrieving high volumes of key data from microfiche and paper files.
- ▶ Where GMPs are mismatched for pensions in payment, recreating the correctly split pension benefit and rectifying over and under payments.

***The solution in more detail:***

- ▶ Setting up an onsite team to provide the administrators with data expertise and automated solutions
- ▶ Establishing a structured approach to filtering GMP members into specific uniform workstreams ('buckets')
- ▶ Management of over 20 temporary data input and data retrieval staff
- ▶ Creating bespoke data extraction and benefit reconciliation software tools
- ▶ Participation at senior level meetings with BT and the Trustee to provide advice and guidance throughout the project

The success criteria for the GMP cleanse has been very much related to metrics with targets set (and met) to achieve given numbers of pensioner records cleansed within agreed time frames that relate to the PIE project.

The ITM team continues to work in collaboration with administrators until that phase of the project is reaches its conclusion. In addition to the above, ITM have been appointed jointly by the sponsoring employer and the trustees to evaluate all data for all members including all actives and deferred members. Our objectives include:

- ▶ Establishing a scheme conditional data set for the trustees
- ▶ Establishing a data management policy for the trustees
- ▶ Analysis of all data risks for all members and scoring the data relative regulatory requirements under Pensions Act 2004
- ▶ Devising and implementing a data cleanse plan

The success of the data risk audit piece relates to the quality and depth of the audit reporting. For the data cleanse, metrics relative to member numbers cleansed within given timeframes were set as targets. Specific budgets on a fixed fee basis were agreed with the client in advance and monitored and reported on regularly. Fixed fee budgets are not always possible as project scope for data cleanse work can alter as new issues come to light. Formal change control protocols are deployed with the client for these instances.

***// ITM audited all pensioners in scope (some 100,000) and a cleanse plan was implemented with ITM working closely with our administrators. ITM mobilised their team quickly and also provided specialist data software which helped us achieve our goals within tight target timescales... I am happy to recommend ITM for any organisation seeking independent expertise with data projects. //***

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***Email***  
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***to find out more.***

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