

Case study / Global food manufacturer

Associated British Foods (ABF), is a conglomerate comprising major brands such as Silver Spoon, Primark and Fortnum & Mason and has a substantial and complex workforce. Managing its pension arrangements had become a monumental task.

**Associated
British Foods
plc**

ABF needed a technology partner, not a supplier to evolve their administration and automation of recurring activities. Their needs were far from off the shelf: they had to have someone they could rely on.

ABF chose ITM, the dynamic pension data and software experts, to help them on their journey. ITM is a data specialist and software provider who have an enviable track record of delivering highly customised, innovative solutions to solve the most demanding of issues.

Dealing with such a complex flow of data, individuals, payroll cycles, employer working practices and disparate locations meant that a traditional waterfall approach really wouldn't work. This needed agile working and a team that could react to the reality of the business to move it towards ABF's target operating model.

Systemising scheme administration

- ▶ **Deploy a new in house automated system using PenScope**
- ▶ **Multiple staging dates and a highly mobile workforce was managed by ITM's highly flexible AE solution – eAsE**
- ▶ **Validation of data via multiple systems using ITM's eDaART data tool**
- ▶ **Streamline and automate STP**
- ▶ **Integrate a suite of complementary systems**
- ▶ **Deliver without increasing the need for additional resource**

Solution delivered...

Managing such a complex flow of member data, staging dates, payroll cycles, employer working practices, and disparate locations meant that a traditional waterfall approach was not appropriate. The project required agile working, and a team that could react to the reality of the business to move towards and achieve the target operating model.

ITM formulated a strategy, identifying where ABF's needs were met by existing system functions versus where ABF could adapt their existing ways of working. The objective was to automate the in-house scheme administration and broaden the pension team's capabilities, without the need recruit additional resources.

Central to this approach was technology and automation – in particular *PenScope* – ITM's leading administration platform. Secondary modules *ePortal*, *eMember* and *eAsE* provided greater web accessibility for members and automated much of the data capture and processing.

The benefits

A key partner three years on, ABF continue to innovate with ITM as they push out further self-service for members, automate data flows between key systems and increase automations. The innovations have continued through the introduction of integrated data quality reporting, using ITM's flagship *eDAaRT* tool, enabling the scheme manager and trustees to review their whole scheme in real time so they can be proactive in dealing any discrepancies.

// ITM has worked with us as a partner every single step of the way, their professionalism, dedication to quality and on-time client delivery have really impressed us. We now have confidence in our internal data flows, and have achieved levels of automation others thought impossible. //

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to find out more.

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