



Capgemini was a good partner during the complete project. The project was delivered on time and within budget."



Delta Lloyds Pension Services Online: implementing digital communication

Capgemini partners Delta Lloyd in setting up a new portal for their pension business to enhance digital communication with clients.

The Situation

Delta Lloyd offers a wide range of pension solutions for businesses, employers, and pension funds. It needed a smart website that would enable faster processing with improved quality at lower costs. New legislation and the increasing demand for insurance documentation (policy papers, UPOs, and so on) meant that the portal needed to be a one-stop shop for agents, advisors, employers, and employees. Importantly, the online portal would enable all end users to gain easy access to their pension and retirement documents.

The Solution

For many years Capgemini has hosted and run the iPensions solution for OHRA, one of the three brands of Delta Lloyd Group. The OHRA i-Pension Portal formed the basis in deploying the Pension Services Online portal for Delta Lloyd.

Delta Lloyd needed an efficient and cost-effective partner who could assist them in their digital journey. Capgemini with its expert knowledge base, up-to-date technology, and on-time delivery became its partner of choice.



The Result

From January 2012, Capgemini collaborated with Delta Lloyd in undertaking extensive comparisons between the business requirements and the existing functionality of the portal. On October 1, 2012, the first version of the portal 'Pension Services Online' portal was released. Delta Lloyd's new web services was utilized for integrating this portal with the existing pension back-office ALFA at Delta Lloyd, and was hosted by Capgemini.

The portal enables Straight Through Processing and supports Delta Lloyd in information dissemination to its clients. The user-friendliness of the portal enables the customers to access the services easily. The process is fully-automated, thereby ensuring minimal errors, less rework, and superior quality in delivery. There is complete transparency on the pension contracts and data, ensuring reliable results for the users of the portal.

How Delta Lloyd and Capgemini collaborated together

The success of this project has several factors, the most important among them being the close collaboration between Delta Lloyd and Capgemini. Prior knowledge of the OHRA Portal that Capgemini has been hosting as a BPO was a major plus point in launching the new portal. Not only did Capgemini have an understanding of the pension domain, but its expertise in portal development and integration was an added advantage throughout the project lifecycle. The entire 'build' of the project was executed from Capgemini's Delivery Center in Hyderabad, India.

Why Delta Lloyd chose Capgemini

In Capgemini, Delta Lloyd found an enthusiastic team that was proactive in its attitude, flexible in its working schedules, had extensive knowledge, and, above all, believed in the 'One Team' spirit.

More information on this project

Robin Hendriks

robin.j.hendriks@capgemini.com

About Capgemini

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The Group reported 2012 global revenues of EUR 10.3 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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