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Capgemini makes pension administration digital for a large pension fund in the Netherlands

New digital pension solution and service for 1.2 million Pensioenfonds Detailhandel members has gone live

Paris, Utrecht, February 09 2021 – [Capgemini](#) has announced the “go live” of a digital pension solution and the provisioning of modern pension administration services for [Pensioenfonds Detailhandel](#). This will be available to Pensioenfonds Detailhandel’s over 1.2 million participants as well as employers in the retail industry. To achieve this, a team of seasoned pension specialists at Capgemini designed and deployed a new digital pension solution, with Capgemini providing ongoing services.

Capgemini designed the solution for Pensioenfonds Detailhandel to ensure that pension administration can be carried out almost entirely digitally. This enables Pensioenfonds Detailhandel to provide better customer experience, capture cost savings, and to address new pension regulations enacted in the Netherlands. With deep experience in the pension industry, Capgemini optimized pension administration operations through its solution enabling high levels of Straight Through Processing on secure cloud technology. As a global services provider, Capgemini used economies of scale and reduced existing administration costs through innovation.

“Capgemini’s new solution enables us to innovate our services, with lower operational costs, and achieve our strategic objectives. We’re pleased that Capgemini can invest time and energy in personal contact with our participants and their employers, which is essential in an increasingly personalized pension system,” says René Upperman, Managing Director of Pensioenfonds Detailhandel.

With the advent of new pension regulations in the Netherlands, there is expected to be further consolidation over the coming years. In addition to the implementation of the new regulations, there are other drivers disrupting the pension administration market. These include the reconsideration of pension funds on whether to continue to operate independently, the changing requirements of participants and stakeholders, the need to reduce operational costs and customer’s desire for both traditional and digital services.

“The flexibility of Capgemini’s pension solution with its ability to accommodate various requirements of pension administration allows us to deliver digital experiences that regulators, participants, employers and pension funds are seeking,” said Jorge Sobrino, Head of Financial Services at Capgemini, Netherlands.

About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology, and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients’ opportunities in the evolving world of cloud, digital and solutions. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. A responsible and multicultural company of 265,000 people in nearly 50 countries,



Capgemini's purpose is to unleash human energy through technology for an inclusive and sustainable future. With Altran, the Group reported 2019 combined global revenues of €17 billion. Visit us at www.capgemini.com.

About Pensioenfonds Detailhandel

With over 1.2 million members and assets of EUR 32 billion, Pensioenfonds Detailhandel is one of the larger pension funds in the Netherlands. The pension fund invests its assets in shares, bonds and real estate. We invest responsibly so that a good pension can be paid out in the future (and over several generations). Visit us at www.pensioenfondsdetailhandel.nl