Tech Mahindra

Tech Mahindra "SURE" A Retirement & Wealth Service Consulting | Platform | Business Process

- Does your wealth platform cater to the complete 'Life Cycle Wealth Accumulation' needs of your members?
- Does your platform capability cover the breadth of all the savings and retirement products including legacy products?
- Does your platform provide online and self service capability to members and internal stakeholders?
- Is your Retirement Solutions Technology robust, future proof and compliant to legislation?





What this means for you:

- Highly configurable 'Core Registry' with a customized 'Digital Experience' and 'Business Services'
- Improved member experience in terms of predictable service, improved service levels
- Ability to launch new products quicker
- Utility pricing based on number of accounts
- No significant Capex upfront.
- 30% to 40% TCO reduction
- Scalable platform and operations
- Ongoing focus on process improvements and service innovation.

Our Experience:

Client : Reputed Investment Manager

Service : Administration service on utility pricing model for 150,000 investors across superannuation, pension and investment products

- Transition legacy IT and administration functions to a TechM managed service
- Migrate clients' book of business to TechM SURE platform, migrate data with full history and cut over operations to the new platform
- Bring Pensions, Superannuation & Investment book of business on a single platform
- Provide administration services on the new platform in a utility model

Value Delivered

- 30% reduction in Total Cost of Ownership including a technology revamp.
- Conversion of fixed cost into variable cost
- Regulatory compliance and future proofing of technology platform
- Shorter time to market and lesser cost for platform changes in the long run



Client : Leading Administration service provider to Australian funds

- Managed Service; integrated service delivery between IT and BPO aspects in the Superannuation Administration. Scope includes
- Member account maintenance
- Contribution & Benefit processing
- Reconciliations, fund accounting and statutory reporting
- Systems maintenance

Value Delivered

- 40% TCO reduction
- Highly scalable back office processing capability
- High quality service error rates <0.5%

Awards Received :

- The delivery excellence which TechM brings for Superannuation Administration has been highlighted by the "ISG Paragon – Best BPO Sourcing award - 2012", which TechM won with Russell Investments for the Superannuation Administration operations
- Most Successful outsourced partnership award as first runners-up at the Shared Services And Outsourcing Excellence Awards 2014

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