



# HS ADMIN

THROUGH PREPARATION COMES STRENGTH

## Administration solutions – cut to suit your style

### **About us**

We offer a range of specialist services to all trust-based schemes in the UK, including third-party administration.

We supply quality pensions administration and related services to defined benefit, defined contribution and hybrid occupational pension schemes. Our strong reputation for quality and technical expertise has been built over many successful years working in the UK pensions industry.

We understand that pensions can be a complex business so we don't offer a 'one size fits all' service – we prefer to work in partnership with our clients to firstly understand their needs and then build our services around them.

Our current client base spans the length and breadth of the country and includes a number of FTSE and multinational organisations.

### **Service details**

Central to all our services is an understanding of what makes a successful business relationship. We have a culture of open and honest reporting with all our clients and we operate within a quality assured environment. Our service costs are completely transparent and what you don't need, you won't pay for.

As well as conventional administration services such as scheme accounting or pensioner payroll management, we also offer a number of other services you might not expect to find from a typical third-party administrator. For example:

### **Client relationship manager**

We're able to offer clients exclusive access to a client relationship manager (CRM). The CRM can help trustees comply with their ongoing governance requirements, such as drafting and maintaining their statement of investment principles or conflicts of interest register.

The CRM will not only work closely with the trustees to make sure their service needs are being met, but will also identify new service solutions as and when the client's needs evolve.

### **Transition management**

We have a wealth of experience in helping our clients achieve changes to their scheme. From simple project management to complex buyout exercises, we have the skills to lighten the load.

### **Client website**

We can build and maintain client-specific websites to give members instant access to their benefit details. Our latest online technology can also help members understand what benefits their scheme provides, and the level of investment their employer has made in order to provide them.

### **Data management**

We have a wide range of data management services available. We have the systems and processes in place to carry out anything from a basic data quality assessment to a full-scale data cleansing exercise.

## Systems

Our market-leading technology means we can provide our clients with the highest level of service. Our administration system is fully automated and integrated with our accounting software and workflow management system. This technology delivers efficiencies for us, which we can then pass on to our clients through value for money.

## Our strength

While pensions administration is one of our core services, our strength lies in our ability to individually tailor a service package around the specific needs of any client. This flexible service proposition is also what sets us apart from other third-party administrators.

Our size, track record, expertise and significant financial backing are all vital elements that help us keep pace with any changes in the marketplace and deliver modern flexible solutions to our clients.

## Our people

We believe our most valuable asset lies in the quality of our employees. Our long-standing success in the industry has come from recruiting the right people who can consistently deliver the high levels of professional service we're recognised for.

We've been able to sustain a long tradition of quality through our constant commitment to progressive HR policies and employee development. By investing in our employees, we've been able to not only retain specialist pensions knowledge within our organisation but also build long-term relationships with our customers.

## Why choose us?

The ever-changing pensions environment demands expert support. Through our years of experience, we fully understand the challenges our clients face and we've built a flexible service range that can be tailored around them.

Our philosophy is in building a long-term partnership with our clients, positively responding to their needs and proactively suggesting benefit and service enhancements.

**If you'd like to find out more  
about any of our services,  
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