

Future Challenges in Pension Administration

**International Seminar on Priority Challenges in Pension
Administration**

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Challenges in Pension Admin. : Socio-Economic

■ Social and economic.

- Pension adequacy and scheme sustainability.
 - Demographics. Economic and financial crisis.
 - Changes in workers categories (increasing self-employees).
- Workers mobility.
 - International agreement implementation.
 - Standardization of regulations, data and processes.

■ Approaches:

- Take into account other benefits.
- Coordination with other social programmes.

Challenges in Pension Admin. : Interaction

- Interacting with clients/citizens.
 - Aims to improve services and pension effectiveness.
 - Improve the quality of people retirement.
 - Customisation of pension plans.
 - Determine other benefits to provide (e.g. health, housing, etc).
 - Complexities:
 - Client heterogeneity:
 - Workers, employers, retired people (different generations), disabled people.
 - Complexity of pensions (multi-pillar, branches with different rules, evolution of regulations, etc).
 - Pension issues are not a topic of interest for workers.

Challenges in Pension Admin. : Efficiency

- Increase administrative efficiency.

“Doing more and more with less and less”

- ICT platform functionalities:
 - Supporting advanced multichannel user interaction (web2.0, mobile, etc).
 - Interoperability with other systems (Pension related, social security, government, external services).
- Higher quality of service:
 - Online services 7/7, 24/24.
 - Personalized user interfaces → effectiveness
 - Data quality → confidence

Approaches

- Increase collaboration with other institutions:
 - Separation of roles and implementation.
 - Economy of scale in operations and ICT platform.

- Reduce risks and costs (projects & software):
 - Standardization of business processes and information.
 - Improve efficiency in business and software.
 - Enable exchange on products and specification.
 - Modularization and service orientation.
 - Enable incremental implementation.

- Experiment with emerging “web2.0” and “social web” environments.
 - Maybe provide solutions based on non-traditional approaches.

Thank you very much

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