

# TRW Pensions Trust

## Company description

TRW is a world leader in automotive safety, supplying all major vehicle manufacturers with chassis and occupant safety systems and additional products such as body controls, fasteners and engine valves. In the UK, the company employs over 4,500 people at 16 locations.

## Sector

Automotive manufacturing

## Product

PS Pensions with self-service module

## Challenge

Deliver efficiency and service improvements through online 'self-service' pensions administration.

## Solution

TRW's pension scheme members, pensioners and deferred members now have direct access to information about their pension arrangements via the internet.

## Background

In late 2004, TRW's pensions department approached NorthgateArinso about making the most of the opportunities for efficiency and service improvements offered by internet access to its pension administration system. NorthgateArinso were invited to demonstrate how PS Pensions - already in use at TRW - and its self-service module could give scheme members direct access to the system.

TRW were clear on the need for change. They felt that online access would create more transparency for their members by letting them access relevant information. It would also free up time for their staff so that they could concentrate on quality and service where it matters the most.

## Solution

A project was initiated on a phase-by-phase basis. This means that TRW and its pension scheme members were able to benefit from new functionality sooner rather than later.

### Phase one

Pensioners were given the opportunity to register for online access to their payslips, payment history, P60s and personal details. Registered pensioners each now receive an email every month telling them that they can see their latest payslip online.

One of TRW's goals is to reduce the amount of paper and postage they use, as the cost of communicating to 40,000 pensioners by post is considerable. The online service gives far greater scope and flexibility for communicating with members throughout the year.

### Phase two

Active scheme members were given access to their personal details including joining date, date of birth, earnings, contributions, nomination details and statutory money purchase illustrations (SMPI). They also had access to their personal state pension forecast, which saves TRW from having to include this in a combined forecast statement.

Active members can also use an online modelling tool developed in conjunction with web design specialists AHC Consulting. The modeller lets members make forecast calculations of their prospective benefits at different ages. They can also see more clearly than ever before the effects that decisions such as paying AVCs, retiring early or taking tax free cash will have on their final benefits from the scheme.

The modeller integrates with the PS Pensions database to create instant calculations based on current information. It is saving considerable time and money for the TRW pensions department, who previously had to take requests, run calculations and communicate the results to scheme members. Another benefit of self service modelling is confidentiality: members can now make calculations when considering various career options without having to tell anyone.

### Phase three

This was aimed at those people who have left the company and hold a preserved/deferred pension. They can now access personal details, their preserved benefits statement and an SMPI statement where applicable. They can also check on their nomination details and complete an online form to change them if required.



# "What our customer said"

"TRW have been impressed by the results of this arrangement and have benefited from a strong working relationship with NorthgateArinso which they believe has been essential to the success of the project"

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### Future plans

With the first three phases complete by mid-2005, the phased approach is continuing with the development of additional modelling capabilities, such as death in service calculations. The overall aim is to create self service capability for most aspects of pensions administration at TRW. Members will eventually be able to go beyond modelling and actually request changes. Requests will feed into the pension department's workflow system, from where they can be checked and actioned by the department staff.

### Benefits

- Improved efficiency by reducing routine enquiries and tasks for the pensions department.
- New service levels as staff and pensioners can access real-time information whenever they choose.
- Created an excellent basis on which to roll-out more self service options.

### Conclusion

TRW had already outsourced the technical and day-to-day IT support of their pensions system to NorthgateArinso. Implementation of the self service project was therefore managed by the NorthgateArinso staff permanently based at TRW's pension's site.

TRW have been impressed by the results of this arrangement and have benefited from a strong working relationship with NorthgateArinso which they believe has been essential to the success of the project so far. As for the decision to implement self service, TRW believe this to be a significant step forward. Not only are they making continued efficiency improvements, they now also deliver a better overall service to scheme members. They believe that nothing can beat online access and that this has to be the way forward for pensions administration.

### For more information

With the skills, experience and market knowledge of NorthgateArinso behind you, you too can be well placed to translate the HR challenges your organisation is facing into powerful opportunities.

For an initial discussion about your requirements, call us on 0800 035 0545.  
Email: [hrcolutions@northgearinso.com](mailto:hrcolutions@northgearinso.com)  
or visit [www.northgearinso.com/uk](http://www.northgearinso.com/uk).

