CIVICA

Civica Universal Pensions Management (UPM)

A comprehensive pension administration solution to automate processes, manage compliance and reduce risk.

Cloud hosted, pensions administration software.

Civica UPM is the leading multi-channel Pensions administration platform designed to meet the needs of pensions funds, members and employers for public sector pension schemes (LGPS, Police and Firefighters). Powerful workflow transforms delivery of services by reducing administration, automating and streamlining business processes, providing integration capabilities whilst achieving agile ways of working, delivering savings and efficiencies.

Why choose Civica UPM?

UPM's automated processes and workflows not only reduce human error, it enables you to better manage risk, whilst providing peace of mind that you're compliant with government regulations. As processes are streamlined, operational performance increases, in turn improving customer satisfaction. UPM supports digital transformation and channel shift by enabling your scheme members, to self-serve via the online pensions portal – enabling members to manage their pension and personal information 24/7. The employer portal also enables employers to view information and submit data securely and efficiently, at any time.

Civica UPM enables you to:

- Easy regression testing of full calculation suite against own data
- Stringent security and audit facility
- Track processing trends and volumes to review service delivery
- Digital channel-shift through member and employer self-service
- Provides management insight via dashboards
- Integration framework enables flexible third party integration options
- Enforces, guides, automates and audits workflow & process
- Scalable and flexible solution for single/multiple scheme administration.

Additional information

The solution integrates with Microsoft Office to allow the storage of emails, Excel spreadsheets and Word documents and contains an integrated contact management system to manage telephone calls and associated work.

Features:

- Secure hosting of the UPM pensions administration solution
- An effective and flexible repository for all pensions administration related data
- Intelligent processes that can be managed by trained pensions staff
- An enterprise workflow and integration platform
- Automated LGPS, Police and Fire calculations
- Employer administration and self-service portal
- Member self-service platform offering online retirement modellers and 'Retire Online'
- Extensive data validation tools.