

The background of the page is a dense, overlapping field of gold coins, likely British pounds, which are slightly out of focus, creating a textured, metallic backdrop for the text.

NATIONAL EMPLOYMENT SAVINGS TRUST

*UK pension scheme enrolls 100,000 employers and
3 million members on TCS BaNCS-powered solution*

In May 2016, NEST reached a milestone: More than 100,000 employers signed up to its automatic enrollment pension scheme, up from approximately 50,000 at the start of the year.

Membership figures have experienced similarly rapid growth. NEST signed up its first million members by April 2014, and two years later, the program reached three million enrolled members.

NEST was established in 2010 as part of the UK government's workplace pension reforms, which require all UK employers to enroll their eligible workforce into a qualifying workplace pension scheme. The reforms began in October 2012 and are being introduced in stages through 2018.

As NEST's IT solutions partner and scheme administrator, TCS is responsible for delivering outcome-based, end-to-end administration services across all aspects of the scheme. TCS set up the IT platforms that underpin NEST's operations including front and back-office, IT infrastructure hosting and overarching management and governance of the scheme administration. TCS BaNCS – a suite of bespoke solutions designed for the banking, insurance, pension and capital markets industries – sits at the heart of the NEST scheme, with additional technology, business process and infrastructure services also being provided by the TCS team.

The rapid growth in employer numbers is testament to a strong working partnership between TCS and NEST. TCS has worked in collaboration with NEST to enhance the services and experiences offered to employers and members. The scheme was built to be a digital-first offering for employers and members, which means that it can be quickly and efficiently scaled up as demand increases. The digital infrastructure in place makes it possible to continually improve the user experience delivered through rapid de-

ployment of additional services, such as payroll integration with IRIS, Moneysoft, QTAC and Sage platforms as well as the wider payroll industry. These new services also include enhanced customer service channels such as an online help center, webchat, NEST Connect (for 3rd parties) and interactive voice response (IVR).

Helen Dean, CEO, NEST, said: "From a standing start in October 2012, NEST now has 100,000 employers signed up to the scheme and more than three million members. Managing such high volumes in such a short space of time is no mean feat. It is vital that our IT infrastructure and digital services are able to flex and scale to meet demand as auto enrolment continues to roll-out. The systems, processes and technology that TCS has developed as a pension scheme administrator have been essential to getting us to where we are today. Our partnership with TCS has been invaluable, allowing us to innovate, handle high growth and helping us bring pension saving to millions of UK workers. We're delighted with the success of the scheme to date and will be working closely with TCS as we continue to grow our membership and develop additional offerings."

Shankar Narayanan, Country Head, UK & Ireland, TCS, said: "As a pension scheme conceived and built in the digital era, NEST is a fantastic example of what is possible when you put digital technology and advanced IT infrastructures at the heart of your organization. It simply would not have been possible to deliver the same quality of service and customer experience without the scalability, agility and efficiency that a digital-by-default approach can enable. We're extremely proud to have been a NEST partner since 2010 and look forward to continuing our work together to offer the UK's most innovative, user-friendly auto enrolment pension scheme." ■