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PRESS RELEASE - PASA announces Procentia as Expert Partner for Digital Admin

The Pensions Administration Standards Association (PASA), the independent body committed to improving pensions administration standards, has appointed Procentia as its Expert Partner for Digital Admin. This appointment underscores PASA's ongoing commitment to pioneering excellence in digital transformation within the pensions industry.

PASA Chair, Kim Gubler, remarked: "Driving the digital admin journey to define best practice is one of PASA's key strategic objectives. As demand for digital functionality continues to rise across the pensions industry, it's vital our Expert Partner is able to lead this charge with us – Procentia is ideally positioned for this. They bring not only deep technical expertise but also an understanding of the industry's diverse needs. Procentia's involvement will be critical in ensuring we develop best practices to cater for the needs of all stakeholders, including those who may be less digitally engaged."

Liam McGrath, Group Chief Executive Officer at Procentia, who will chair the Working Group: "We're thrilled to join PASA as their Digital Admin Expert Partner. We've been designing 'PenTech' solutions to help schemes and insurers provide lasting value for their administrators and members for over twenty years. This is an opportunity to use our expertise, insight and research to lead the group and the administration sector through a digital transformation journey. We're excited to build on the progress already made and demonstrate how digital administration can drive the industry and individual schemes forward, improving engagement, efficiency, and outcomes for savers."

ENDS

Notes To Editors

The Pensions Administration Standards Association (PASA) has been created to provide an independent infrastructure which will set, develop, guide and assess administration standards.

PASA will act as a focal point and engage with industry and government to create protocols for understanding good administration - but also appreciates there is no one size that fits all. PASA will develop evidential accreditation practices which will allow benchmarking across and between the industry regardless of how the administration is being delivered.

As well as raising the profile of pension administration generally, PASA will focus on three core activities.

1. Defining good standards of pensions administration relevant to all providers, whether in-house, third party or insurers
2. Publishing **Guidance** to support those standards
3. Being an independent accreditation body, assessing the achievement of good standards by schemes (regardless of provider)

There is no organisation providing such services across schemes, yet there is a demand for evidence of service quality from scheme trustees, sponsors, administrators, insurers, scheme members and regulators.

About PASA Accreditation

PASA Accreditation is open to all corporate members of PASA (DB, DC, trust-based and contract-based schemes).

PASA Accreditation is granted following an independent evaluation and assessment process, which includes on-site visits and the review of documentation to evidence controls, procedures, process, staff development and contractual positions with clients.

Full details on PASA can be found by visiting www.pasa-uk.com

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Media contacts

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About Procentia

Procentia, part of the Brightwell Group, is an award-winning software and technology company specialising in the Pensions and bulk Purchase Annuities market. Established in 2002, Procentia is renowned for its web-based administration and management system, IntelliPen.

IntelliPen is a highly configurable, all-in-one solution designed to automate complex administrative processes and calculations, reduce costs and friction, address IT and resourcing challenges, and enhance member service. Built for productivity and self-sufficiency, this fully online platform provides all the tools and functionality needed to manage pension schemes of any type, size, and complexity.

Procentia's solutions help pension schemes manage exceptional volumes of data, meet the demand for self-serve technology, and provide meaningful, consumer-like experiences that members expect from online services.

With offices in the UK and North America, Procentia supports some of the largest schemes across the private and public sectors, including BTPS, L&G, British Airways Pension Scheme, Rolls-Royce, BP, and the Retirement System City of Detroit.

In May 2024, Procentia was awarded a 7-year contract by the University Superannuation Scheme (USS) – the UK's largest private defined benefit pension scheme by assets – to implement IntelliPen as its new administration platform.

Awards:

- 'Pensions Technology Firm of the Year 2024' – Pensions Age Awards
- 'The No.1 UK Pension Administration Software Provider' 2022 & 2023 – Professional Pensions

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