

# [ case | study ]

Success Stories From Buck Consultants

## In-sourced pension administration solution



*"BenPlus is a robust and flexible administration system that can be customized to fit our needs. The system and efficient customer service from ACS/Buck is a great combination."*

**Marc Queenton**  
Director, Pensions, Benefits  
and Actuarial Services

### **BUSINESS ISSUES**

Alcan is an international company with approximately 65,000 employees located in 59 countries worldwide, and revenue of more than \$20 billion USD. In Canada, Alcan has approximately 10,000 employees and 12,000 retirees. Alcan administers internally its Canadian pension plans (mostly defined benefits). Alcan administers all of the Canadian plans internally. The size and mobility of their workforce makes their pension plan administration labour-intensive and complex.

### **SOLUTION**

Since Alcan's pension environment is generally complex (e.g. movement between plans, expatriation issues, they were looking for a flexible pension plan administration system that could be customized to meet their needs. It was also important to Alcan to have an easy-to-use interface, as they wanted the system to be accessible not only by their pension experts but also by benefits officers in its various locations across Canada.

### **RESULTS**

Since 2001, Alcan has been using our BenPlus system internally for all pension administration functions, including data control, benefit calculations (e.g. early retirement calculations, estimates, marriage breakdown calculations, transfers between plans, etc.), and benefit statements.

As a result of implementing the BenPlus solution, Alcan has noticed great efficiency improvements.

Alcan is impressed by the time efficiencies that have resulted from moving to the BenPlus system. For example, using BenPlus, they were able to automate and batch the production of 400 special retirement packages. The entire process took only a few days, whereas prior to BenPlus, it took Alcan several weeks to complete similar work.

## **BENEFITS**

Using BenPlus, Alcan has found that they are able to do more with less staff, which can concentrate on more strategic issues. For example, they were able to automate some of the day-to-day tasks, reducing the time that their staff must spend on pension plan administration. They also benefit from having data that is more up-to-date, as they now do monthly rather than yearly data updates.

Alcan uses the system as a platform on which they can build, and they continue to improve administration processes on an ongoing basis. The solid system platform allows them, with the help of the ACS/Buck team, to add features as they need them, and use automation as much as possible to save time. They benefit from being able to improve the system on a continual basis at a reasonable cost.

Therefore, in addition to the solid and flexible system, Alcan is happy with the incredible service that they've received from ACS/Buck staff.