

**The future of occupational pension schemes:
Digital communication: fast digitalization success**

Franziska Kühnemund und Claudio Thum

October 2023

Digital communication: fast digitalization successes

In Germany, there is a need for a catch-up when digitizing the management of occupational pension schemes. Digital communication with all members is key and a starting point for faster digitalization successes. WTW's proven technology can help to achieve these objectives.

The management of occupational pension schemes faces a number of challenges that have arisen in recent years as a result of legislative changes, technological advances, and increasing demands on the scope and quality of services. With the retirement of the baby-boom generation, this situation will become even more acute. In a very short time, the administrative burden will increase due to the necessary administrative support for this generation and the growing number of pensioners to be managed. The shortage of skilled labor will also have a negative impact.¹

What can companies do now?

Digitization of the entire value chain is probably one of the most important elements in meeting the challenges of the future. Digitalization is the key to greater efficiency, speed, and quality. The digital exchange of information between corporate functions and with employees and retirees is crucial: Digital communication increases the efficiency and effectiveness of occupational pension schemes, both in terms of administration and employee satisfaction and retention. And it is the basis for further digitalization.

Need for action:

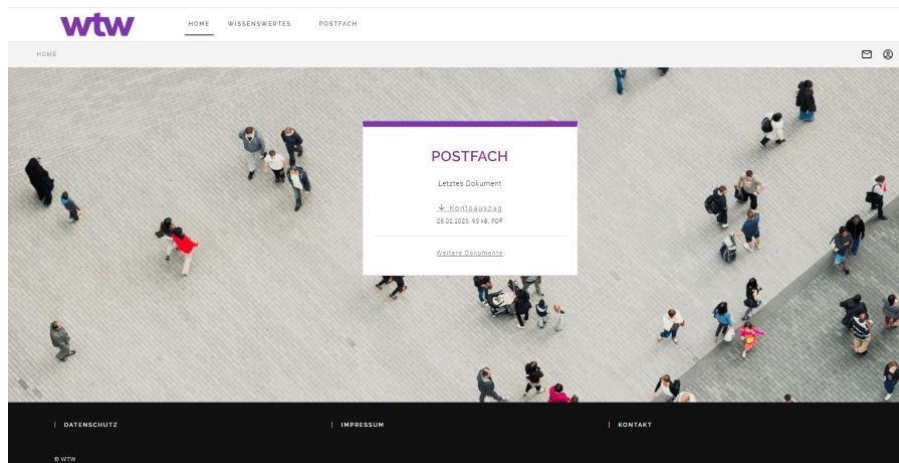
- Establishing and/or expanding digital communication channel to all members
- Designing and implementing a comprehensive strategy

This year's WTW survey of HR managers shows that there is a need to catch up in terms of digitalization. For example, the degree of digitalization of communication as a share of information exchange between employees and pensioners is only 48 percent and 26 percent respectively.²

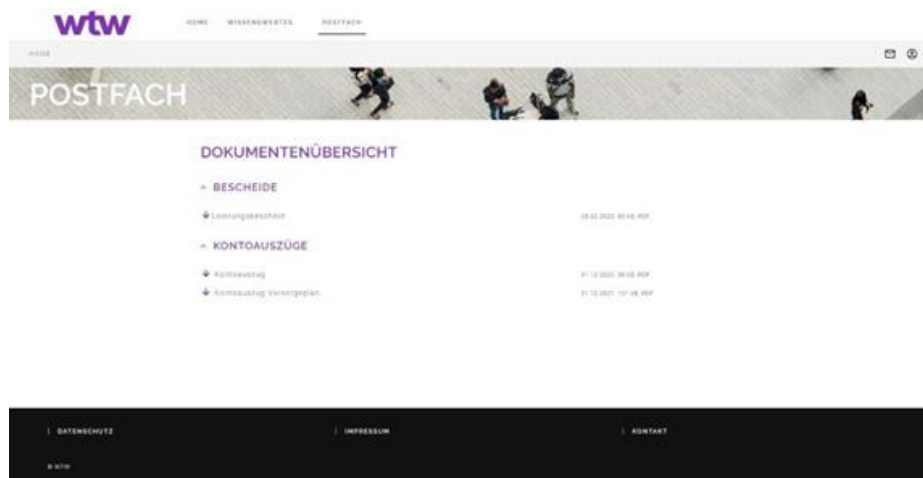
What is the minimum requirement for a digital communication solution?

With the WTW communication platform, the required digital communication can be established very quickly; it meets the highest data security and privacy standards and offers proven functions. Examples include:

- Mobile-friendly user access for all member groups via single sign-on or via the web with individual user ID and password (secured by 2-factor authentication)
- Individual digital mailboxes for delivering documents to members (account statements, letters, notices, remuneration statements, income tax certificates, pension withdrawal notices, etc.)



- Electronic display and entry of data, such as postal and reporting address and bank details
- Provision of general information on plan details, pension regulations, FAQs etc.



- Access for HR employees and other corporate functions

Personalized access allows for member-specific information. The development of the WTW platform is based on the experience of more than 300 thousand members who regularly use the WTW communication platform. The feedback from these users helps us to continuously improve the platform and create the best member experience.

What benefits do users see?

More and more members are using the communication platform, including an increasing number of retirees. This applies not only to the new generation of retirees, who have already worked digitally in their professional lives, but also increasingly to the older generations - our oldest user is over 100 years old.

Benefits from members' perspective:

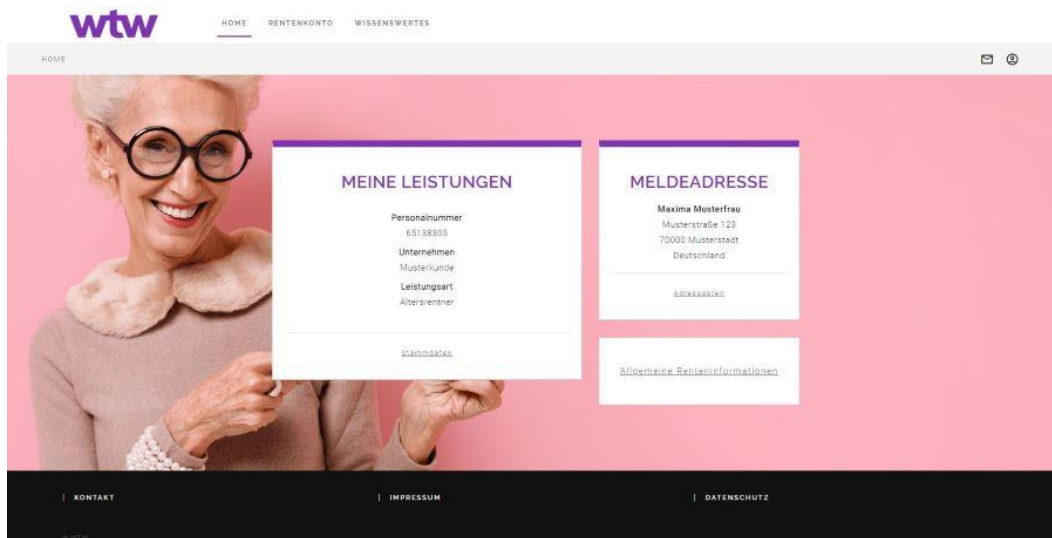
- Easy access
- Relevant understandable information
- Easy interaction

“The introduction of the WTW portal was an important step in the digitalization of our occupational pension scheme. Our employees appreciate the portal because of the clearly presented information and the mailbox in which the individual annual documents are made available - this not only saves us printing and postage but also reduces the administrative workload.”

Sonja Ruthmann, Compensation & Benefits Manager Germany, MANN+HUMMEL GmbH

“Almost a year after the launch of the pensioners portal, almost 50 percent of pensioners are using the portal and appreciate the paperless communication. Pensioners living abroad now receive important information much more quickly.”

Barbara Dirlwanger, Compensation Leader DACH, Human Resources, IBM



Finally, a digital communications platform is a key efficiency driver. It can streamline operations, eliminate unproductive capture and filing, and respond to requests more quickly.

For which companies is the WTW platform suitable?

The WTW platform is highly standardised. That's why it also offers companies a fast way to communicate digitally with their employees and pensioners - within the framework of all types of pension plans and financial vehicles. The corresponding investments pay off in a short time thanks to the comprehensive efficiency gains. In addition, WTW's digital platform is an ideal basis for further digitalisation of the entire value chain.

WTW's solution for digital communications

- Fast implementation
- Short pay off period
- Ideal basis for further digitization
- Excellent member experience

Sources

¹ [Franziska Kühnemund and Claudio Thum: Digital communication – now!, WTW, October 2023](#)

² [Sylvia Hessler, Marie Rieber and Claudio Thum: Digitalisierung in der bAV-Administration 2023, WTW, Juni 2023](#)



Dr. Franziska Kühnemund

Senior Director

Willis Towers Watson GmbH
Am Heilbrunnen 47 | Wettinerstraße 3
72766 Reutlingen | 65189 Wiesbaden
Germany

Phone: +49 160 9898 0595
franziska.kühnemund@wtwco.com



Dr. Claudio Thum

Senior Director

Willis Towers Watson GmbH
Am Heilbrunnen 47 | Wettinerstraße 3
72766 Reutlingen | 65189 Wiesbaden
Germany

Phone: +49 160 9622 3040
claudio.thum@wtwco.com
<https://www.linkedin.com/in/claudiothum>

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at [wtwco.com](https://www.wtwco.com).

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