

PremierFirst makes cost and time savings by moving its documents to First Actuarial's secure Client Hub



Key outcomes



Time savings with easy access to all Scheme documentation in one place



Cost savings for the company on staff and storage space



Enhanced security giving controlled access for authorised stakeholders

Trustee Directors of the PremierFirst Vehicle Rental Pension Scheme struggled to find documents, and needed staff support and storage space for the archive held by the employer, Europcar, until they moved to the Client Hub.

The challenge | Difficulties accessing Scheme documents

Trustee Directors of the PremierFirst Vehicle Rental Pension Scheme stored much of their paperwork in the company's legal archive, but some working documents were kept in their homes.

This had security implications. And whenever they needed a document from the archive, they had to arrange for it to be opened, then try to find what they were looking for.

"This involved going through a long list of headings, and hoping that the file or box contained what we needed," says Ian Penfold, Chair of the Trustee. "What made it harder was the overwhelming volume of information. We sometimes needed information from over a decade ago so we had to store a great deal of documents."

For one Trustee Director, who is partially sighted, printed documents were particularly challenging. When providing meeting packs, First Actuarial enlarged papers to A3 size, but with around 100 pages, this amounted to an unwieldy set of documents.

The issue came to a head when a key employee left the company. She had previously retrieved archived documents on behalf of the Trustee Directors. Faced with the risk of losing continuity and Scheme knowledge, the Trustees explored alternative ways of organising their documents.

"We discussed the Client Hub with First Actuarial," says Ian. "Paramount in our decision to migrate documents to the Hub was that information would be in one place and accessible to the Trustee Directors at any time, from any location."

The solution | Full set of Scheme information on the Hub

First Actuarial started by uploading Scheme documents that First Actuarial held on their own systems. This pilot phase meant that the Trustee Directors could check they were happy accessing the documents on the Hub.

"Once we saw how good the Hub was, and the ease with which we could now

find information, I decided that we would load the entire archive," says Ian.

Ian reviewed legal papers and members' records, selecting those needed and shredding the rest. He then transported the documents to First Actuarial.

First Actuarial staff stored the documents in a secure on-site storage room. They checked for duplicates against their own document holdings and removed any superfluous documents of an administrative nature. They scanned and uploaded the remaining documents on to the Hub. They also arranged for documents needed in printed format to be taken to a secure, off-site storage facility.

“What First Actuarial did has proven very valuable,” says Ian. “On the Hub,

I can find every document I need. It’s very good quality. They’ve all been scanned straight, so we can see the full page in every case.”

First Actuarial also provides an Assets tile on the Hub, which it updates regularly with Scheme investment information. First Actuarial staff uploaded existing investment reports and built automatic feeds to give the Trustee Directors a more up-to-date picture of their investments.

The outcome | Significant cost and time savings

▶ Saving time by putting all information in one place

The three Trustee Directors, who are all home-based, now have instant access to the same information.

“From a consistency point of view, it’s good to know that we’re looking at the most up-to-date information at all times,” says Ian.

Ian is clear that the Hub saves time for the Trustee Directors. “The Hub makes life easy, not least because of

the way First Actuarial has organised the information,” says Ian. “Before the Hub, I wasn’t always able to access information as quickly as I needed to. Sometimes I’d have to travel to the office to find it. But I can now go directly to it.”

The partially-sighted Trustee Director can access documents on her tablet, and zoom closely into text.

▶ Making financial savings with a cost-efficient solution

“The Hub is a cost-effective solution,” says Ian. “Although archival staff time, office space and storage containers weren’t previously charged to the Scheme, they were clearly a cost to

the company. We’re making savings in all those areas, and what we pay for the service now is a very reasonable price for something that is very valuable for us.”

▶ Authorising controlled access to external stakeholders

The Trustee Directors can also authorise limited access to key stakeholders. When the employer and company auditors needed to access Scheme rules and other key documentation recently, First Actuarial set up a separate folder within the Documents tile with secure access, limited to those stakeholders.

“We no longer rely on someone picking files out of the archive and fireproof safe in the office,” says Ian. “This has been particularly useful during the pandemic.”

The Hub provides additional security. It removes the compliance headaches of storing paperwork at home. And access rights can be changed with immediate effect, if a Trustee Director resigns, for example. Similarly, a new Trustee Director will have instant access to all documents without the need for costly copying and despatch.



“First Actuarial offered us a sensible and well-priced proposition. They supported us very well in uploading all our information in a structured way. We’re not aware of any document going missing in the process. And it’s maintained very well. First Actuarial staff upload documents as soon as they’re issued. When I get documents such as invoices and valuations, whether printed or electronic, I send them to First Actuarial where someone will load them on to the Hub. It’s an easy process.”

Ian Penfold

Chair of the Trustee,
PremierFirst Vehicle Rental
Pension Scheme

