



We are delighted to announce our new service offering: Administration Oversight.



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### **Why does administration need oversight?**

Everyone wants to be free from the frustrations and headaches of issues, complaints, delays, poor quality and everything else that can be part of administration. It is the ultimate point of delivery to members and is where the trustee's responsibility to pay the right benefits, to the right person at the right time comes to life.

Effective oversight of your administrator is an early warning system, a means to tackle risks before they become an issue and a way to foster a transparent and open relationship. Experienced, expert administration support can bring you comfort as well as insights into market and scheme practices, can help you manage operational risks and challenge the administrator when appropriate to do so.

A balanced approach to managing administration can keep attention on the right things, and bring focused energy to drive performance and delivery. Robust oversight, appropriate to your goals, members and objectives can keep the detail at the right level and free up the trustees, and in-house team, to focus on all those other important issues at the top of the agenda.

### **See a sample of our thinking and case studies on administration oversight below:**

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#### **■ Musing – How to oversee administration?**

A lot of time is spent on Investment and DC governance, but little ink is spilled in discussing the governance of administration. We have been talking about administration governance for a decade and now see a general acceptance of the idea that administration requires robust oversight. We still see little of this in practice though. Here are our thoughts on how it should be done.

Click [here](#) to read our Musings on administration governance.

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#### **■ Case Study – A balanced approach**

A balanced approach to managing administration should focus on your objectives and regularly check that they are being met. It prevents you getting lost in the detail, but provides the comfort of robust oversight. We recently worked with a client to develop a new balanced scorecard to achieve this.

To read the Case Study, click [here](#).

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## ■ Case Study – Early warning system

Effective oversight of your administration provides an early warning system for issues. It can help identify and mitigate risks and act as a means of checking against promises made. It challenges the sustainability of your services and encourages continuous improvement.

We worked with one trustee board as an independent administration expert. Click [here](#) to read how our independent view and market experience helped our client with effective administration oversight.

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