

HIGH CUSTOMER SATISFACTION AND LOW ADMINISTRATIVE COSTS



A BUSINESS PARTNER THAT UNDERSTANDS THE INDUSTRY

“The implementation of Keylane Plexus has made it possible for us to focus on the strategic development of our business. We have streamlined our business processes and given our customers exceptional self-service opportunities, with the lowest administrative costs in the market. In our day-to-day work with Keylane, we experience a business partner that understands the industry and knows what steps to take to strengthen our business. This innovative and challenging approach of Keylane sets new standards.”

Søren Kolbye Sørensen, CEO



#KEY TO INGENUITY

Plexus

END-TO-END PENSION PLATFORM FOR OPERATIONAL EXCELLENCE



Simple products, short turnaround times, an efficient advisor portal, clear communication and access to a wide range of self-service options through the industry’s best customer portal – these are some of the things that give customers an experience of exceptional services.

SOLUTION

P+ introduced Keylane Plexus as an IT platform combined with a clear business model, simple products and automated processes. Advisers use a unified portal solution with online calculations, customer overview and automated processes.

Offering a wide range of self-service options, which removes administrative tasks and provides a better customer experience and increased transparency. Customers can activate simulations and make changes directly in the system.

Minimised use of actuaries and specialists to support customer services, because case handlers can perform most tasks themselves directly in the system.

Constructed a simple layer-split communication-concept with automatically generated overview-letters. In combination with individual information through the customer portal, this opens new options for posting targeted messages.

The table illustrates the percentage of customers who are in general “very satisfied” or “satisfied” with their pension provider.

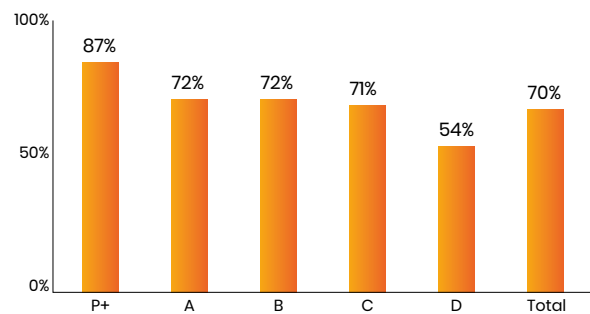
VALUE

First and foremost, P+ created a framework that gives room for strategic freedom to develop their business for the benefit of their customers.

This has enabled P+ to introduce simple products with increased transparency, effective administration, and the opportunity to communicate what and when they wanted. Customers experience value for money, shorter service queues, and increased time for advisory activities.

Combined, these factors have significantly increased P+’s ratings for customer satisfaction while reducing their costs – thus considerably strengthening P+’s competitiveness in the market.

20% HIGHER CUSTOMER SATISFACTION COMPARED TO THE 4 LARGEST LIFE INSURERS



P+ – 100% MEMBER OWNED

P+ is a retirement fund for academics with close to 100,000 members, and one of Denmark’s 10 largest pension providers. Since 2015, the pension funds JØP and DIP have been part of an administrative community, and in November 2019 the merger became official with great support from the members.

