Plexus User Group

September 26, 2024

Keylane

Thriving in the future landscape of Life & Pension
www.keylane.com

Welcome!

Introduction

Plexus Roadmap

Product Strategy and Roadmap

September 26, 2024

Agenda

1 **Product Strategy**

2 **Roadmap 2025**

3 **Roadmap Process**

4 **Deep dive selected strategic sub-themes**

5 **Demo Configuration Manager**

6 **User group setup**

Thriving in the future landscape of Life & Pension
www.keylane.com

Keylane

Product strategy

Long-term roadmap

Strategies for future success and value creation

Business continuity	Our products and services come with features that ensure our customers can continue operations. We implement features that support the continuity of our own operations.
Legislation & Compliance	Our products have features that enable our customers to comply to legislation and compliance.
Business efficiency	Our products have features that enable our customers to increase productivity operations.
Excellent digital experience	Our products offer advanced features that enable our customers' clients to process and communicate more effectively through digital channels.
Product expansion	Extension of our products with new feature domains to increase the potential of our products for new and existing customers.
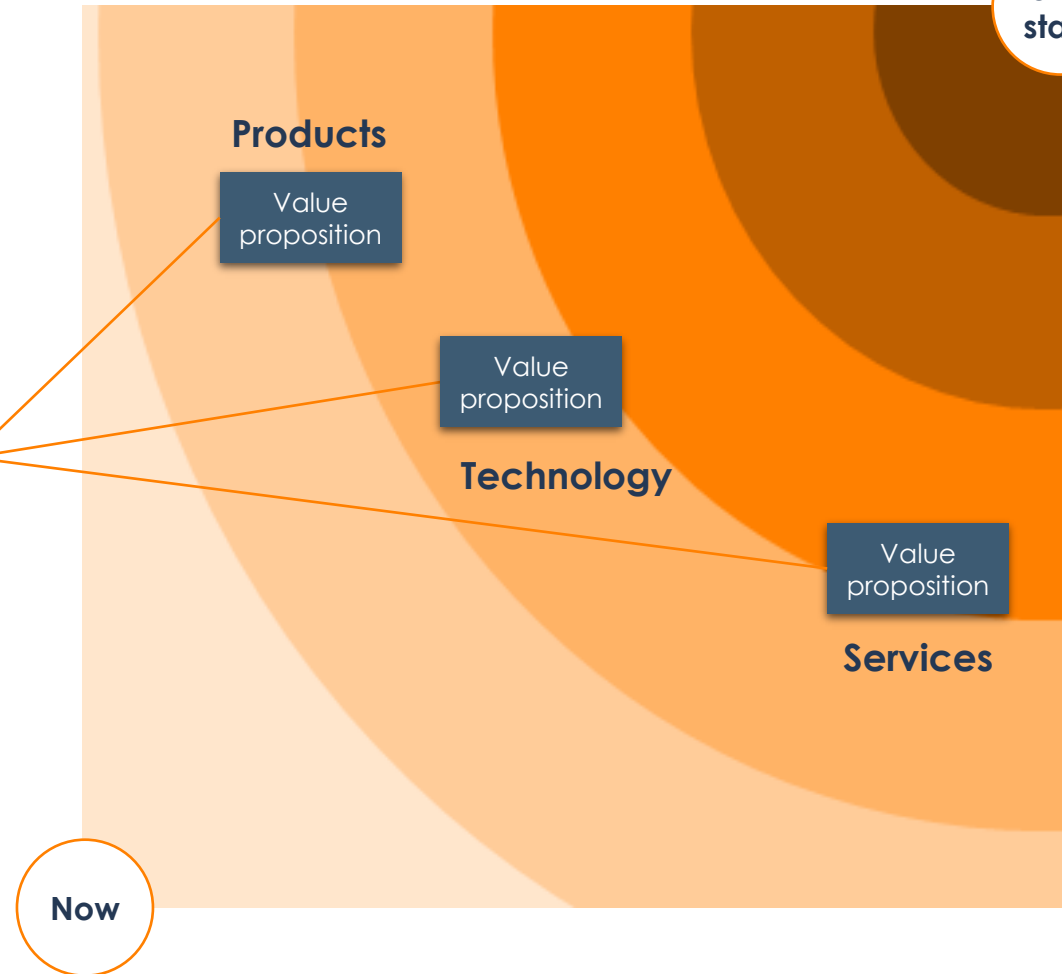
Future state

Products

Value proposition

Value proposition

Technology

Value proposition

Services

Now

Keylane

Strategic themes and sub-themes 2025-2030

Legislation & Compliance

- GDPR
- AML
- Localised compliance
- Tax reporting
- Pension treaty WTP (NL)
- DORA

Product Expansion

- Disbursement
- Financial reporting
- Workflow management
- Multi-client
- Modularised implementation
- Investments/ portfolio management
- Output management/ external DMS
- Real time model
- Internationalization

Business Continuity

- Cyber security
- SaaS/cloud
- Data lifecycle management
- Containerisation
- Enable frequent releases/testability
- Product integration repository

Business Effectiveness

- STP
- Datamart
- Personal data automation
- Configurability and Configuration Manager
- Configurability and Portal Design System
- Operational alerts
- Telemetry
- AI capabilities
- Chatbots

Digital Experience

- Connectivity
- Versioned APIs
- Portals and Self-service
- Gamification
- UX/UI

Keylane

Thriving in the future landscape of Life & Pension
www.keylane.com

Roadmap 2025

High-level product roadmap Plexus

	In execution and planned	Initiated in 2025	After 2025
Business Continuity	Cyber security SaaS / cloud Frequent releases	Containerisation Data lifecycle management	Product integration repository
Legislation & Compliance	GDPR AML Localised Compliance NL / DK Tax reporting	DORA	
Business Effectiveness	STP Datamart Operational alerts Configurability and Configuration Manager Personal data automation	Telemetry	AI capabilities
Digital Experience	Connectivity	Versioned API's	UI/UX
Product Expansion	Multi-client Output management	Workflow management Investments / portfolio management Financial reporting	Modulerised implementation

Keylane

Thriving in the future landscape of Life & Pension
www.keylane.com

Business continuity

With a highly automated policy administration system running as SaaS the continuity of that business is key in running a reliable, uninterrupted administration. In this area a lot of focus in on the continuously evolving of cyber security and other risks.

Cyber security
This is a continuous focus point in running a safe SaaS platform. We also invest in code scanning, SIEM, privileged and identity access management, etc. We also offer Immutable Data Vault as an extra option to protect data against for example ransomware

SaaS / Cloud
This relates to features needed running Plexus from an application management point of view. We have for example planned improvements on monitoring and alarms for batch jobs, better log-files, patch execution and monitoring.

Data Life Cycle Management
The current roadmap caters for all kinds of identified and ask for improvements aiming at giving user the option to maintain data in its lifecycle.
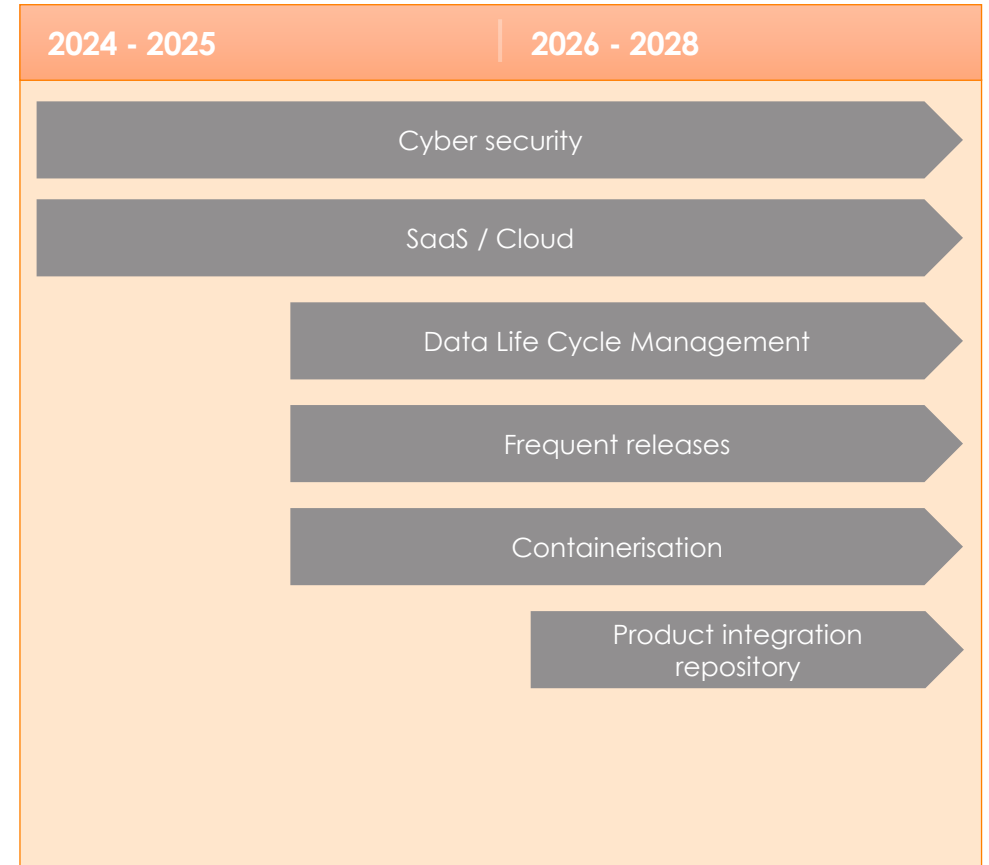We also see enormous grow in data due to the historical administration we are supporting combined with the needed detailed level of administration. We plan in 2025 to design and start to implement features and structures to reduce the size of daily needed data without losing the historical dimension of that data.

Frequent releasing
We plan to improve and expand our automated testing in the pipeline reducing delivery time. This includes also further incorporation of performance testing and we plan to look at options to incorporate critical tests in customer release branched delivery to reduce acceptance effort and get insights on quality upfront.

Containerisation
In 2025 we will start on surveys and work on split Plexus in more technical component which can be run in containers in the cloud and are orchestrated to work together.

Product integration repository

2024 - 2025	2026 - 2028
Cyber security	
SaaS / Cloud	
	Data Life Cycle Management
	Frequent releases
	Containerisation
	Product integration repository

🏛 Legislation & Compliance

A significant part of our roadmap is focused on keeping up with legislative and compliance developments in the market. International and domestic legislation is continuously changing and expanding.
A challenge is keeping track of upcoming changes on time. As a software supplier we are often not allowed to be in direct contact with sources.
That is why we have close collaboration with our customers for information and opinion on the implementation of legislation and compliance.

Legislation NL
We are currently implementing support on SPR and FPR type schemes in the NL standard.
For FPR our focus is to implement transition features from pre-WTP contracts to WTP contracts.
Current roadmap plan is to close remaining SPR and FPR features around summer 2025.

We expect to implement lump sum payment features and renewed divorce legislation. Precise planning is linked to developments in that legislative area.

We reserved for expected maintenance on Dutch standards as BRP, KvK, SUAG and UPA.

Legislation DK
We plan for changes in the Danish Insurance Business Act, tax reporting and application in DK.
We reserved for maintenance on Danish standards as CPR, CVR, pensionsinfo and EDI.

Tax reporting
In NL and DK tax reporting is a continuous process. In NL for group pensions it is limited to nett pensions, but in DK more reporting is demanded with continuous changes from the tax authority.

KYC / AML
We will implement connections to CIS and FRISS to request validations on various checks like AML / PEP / Terrorism.

GDPR
We are currently improving and enhancing our anonymize feature for GDPR and implementing a better process to support retention on data.

DORA
We have started on DORA in our own organisation and looking into implementing features and services to enable our customers to be compliant with their DORA implementation.

2024 - 2025	2026 - 2028
Legislation NL	
Legislation DK	
Tax reporting	
KYC / AML	
GDPR	
	DORA
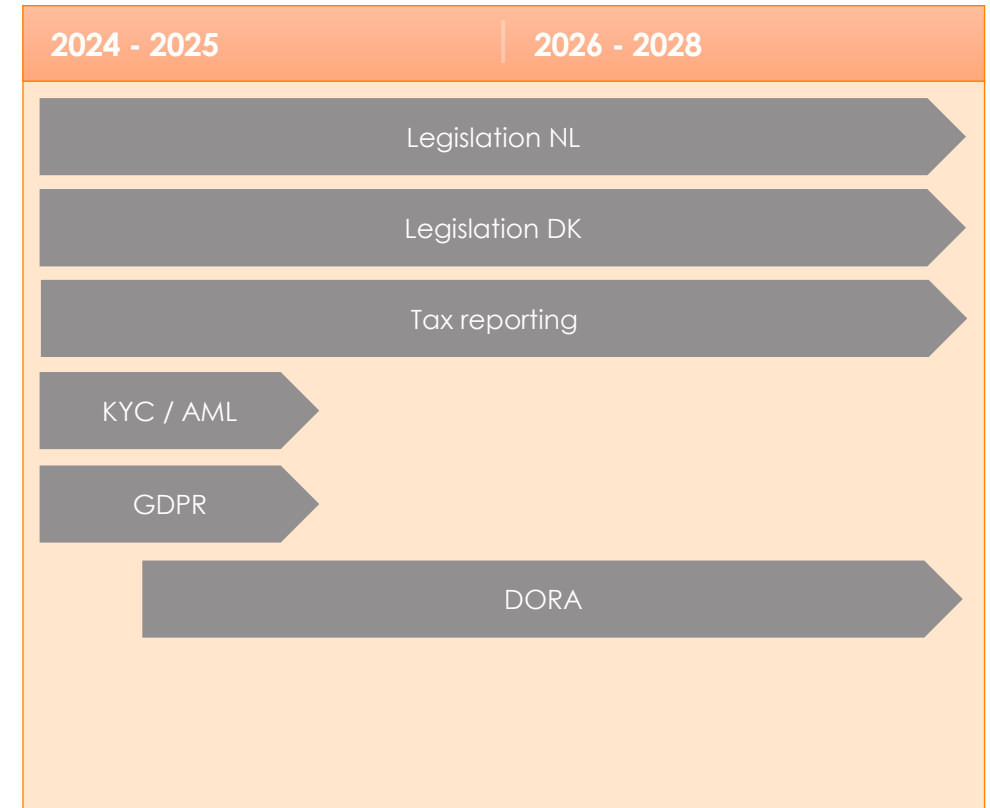
Business effectiveness

We believe that automation is the key to cost effective processes with high, constant quality. Because every product and every organisation is different, we continuously invest in configurability and the management of configuration.

STP (Straight Through Processing)
We will increase automation of processes like value transfers, surrender, bankruptcy.

Operational alerts
A part of the processes in Plexus are run through batch. We are extending our operational alerts for improved support towards application managers.

Configurability and configuration manager
We developed configuration management logic in 2024. We will expand this in 2025.
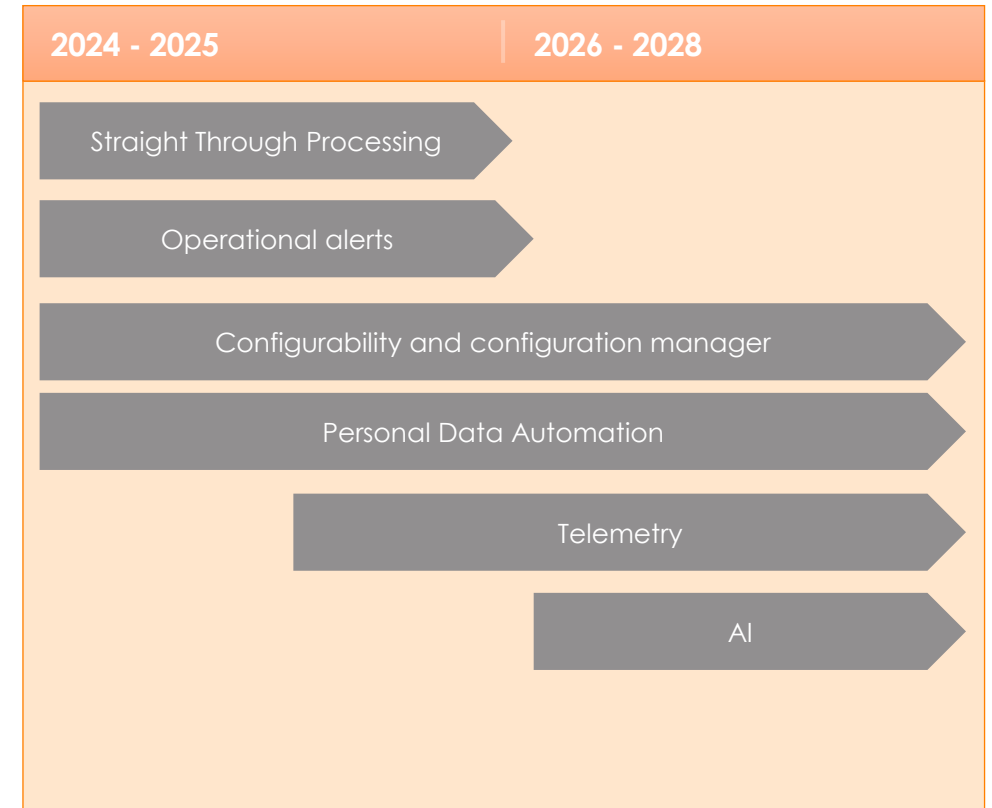
Personal Data Automation
Ongoing developments in NL and DK

Telemetry
An effective and efficient usage of system resources to ensure performance and scalability of processes requires data driven insight on the load and performance of Plexus. With the move to Azure and other cloud platforms we invest in implementing a network of monitoring nodes and alert features.

AI
We are following the developments on AI and looking into possibilities to put AI to use in a policy administration environment.

2024 - 2025	2026 - 2028
Straight Through Processing	
Operational alerts	
Configurability and configuration manager	
Personal Data Automation	
	Telemetry
	AI

Keylane

Digital experience

Digital Experience mostly focus on our Plexus Digital Engagement (PDE) platform for participants, employers and advisors. For Plexus there are a couple of areas where we support this experience because PDE integrates with Plexus using an extensive API and connection with processes in Plexus.

Connectivity, versioned API's
Plexus has an extensive API to support portals. Improvement of versioning on API's is planned in 2025 to better support compatibility and enable gradual transition to new versions.

UI / UX
Plexus is a browser-based policy administration system. Its user interface design fits functional needs, support process execution, and gives a lot of insights in data on policies, accounts, etc. But the developments in the UI / UX design are going fast giving even more possibilities to give a better user experience and provide a more efficient work environment.
We have the intention to modernize our Plexus GUI and transform it to newest UI / UX design principles and standards after 2025.

2024 - 2025	2026 - 2028
Connectivity, versioned API's	
	UI / UX

Keylane
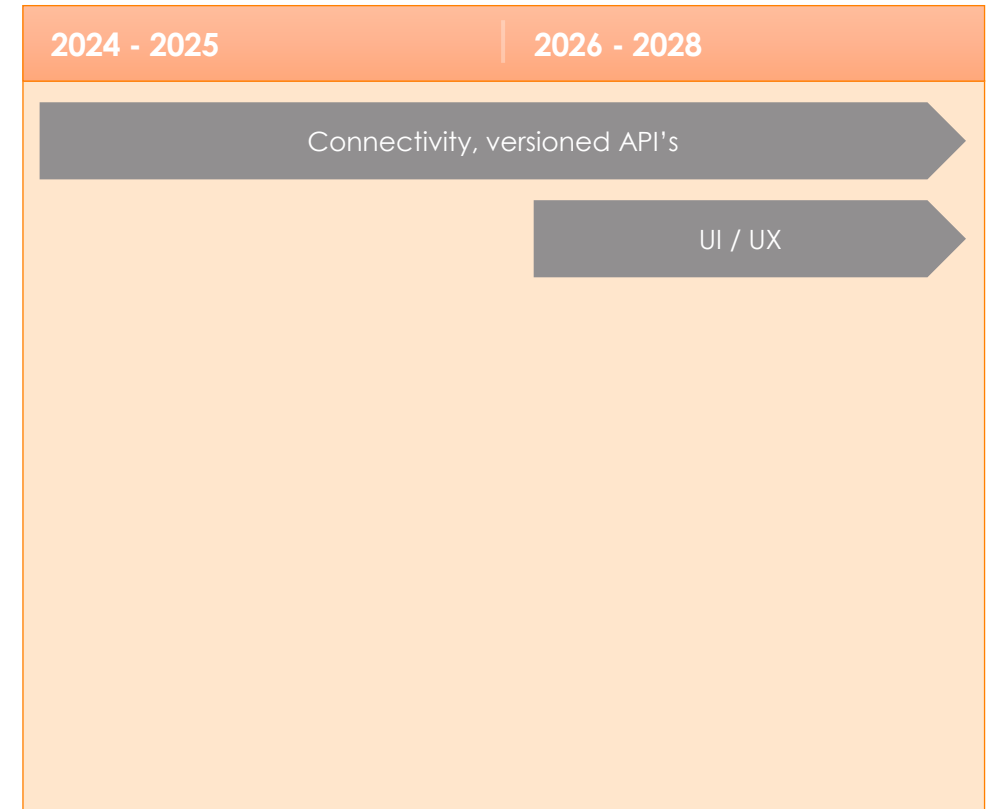
Product expansion

We are always looking for new features to add to Plexus and for improvements on existing features.

Multi-client
In 2024 we introduced the product line feature. In 2025 we will enhance this to support multiple financial silos in the administration.
Next to that we will invest in tooling to monitor and sync multiple environments in correlation with the configuration manager.

Output management
In 2024 we created the option to connect to external Document generator systems. We will investigate and invest in making the document definition editor in Plexus more user friendly.
We will look into plug-in architecture with Hyarchis to further extend our relationship with them.

Workflow management
In 2025 we will start with expanding the editor. The goal is an editor that enables our consultants and customers to fully define workflows in Plexus.

Investment Management
We see in the market that there is a demand for individually managed investment products next to UL/UL based products. This requires a more direct connection to asset management platforms to be more closely to the actual trading. We want to investigate options to create plug-ins for market leading asset management platforms.

Financial reporting
Plexus keeps a detailed administration of the money flow of the policy and investment administration. There is also a lot of configuration involved. In 2025 we aim to start analysis for improvements in usability and financial record structures in the data mart to better support financial reporting.

Modularised implementation
Currently, we have some optional functions e.g. document archive. In 2025 we want to investigate if we can define more functional units which we could turn into autonomous modules.

2024 - 2025	2026 - 2028
Multi-client	
Output management	
Workflow mangement	
	Investment Management
	Financial reporting
	Modularised implementation
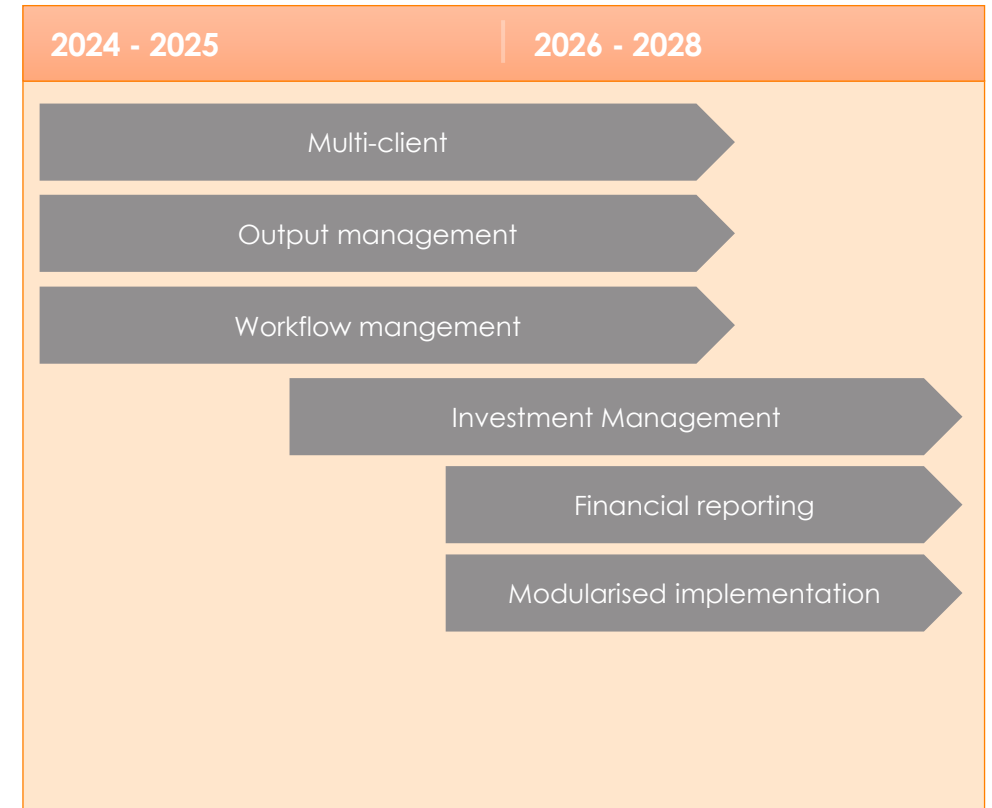
Roadmap process

Stakeholders – Touch points and planning cadence

Budget meeting, L&P Board	Corporate Budget, Yearly Budget Meeting

Roadmap update meeting, Project Portfolio Board	Baseline Y.2 – Y.4 update	Adjustment 1 Y.6 – Y-8 update	Adjustment 2 Y.10 – Y.12 update

Release Planning Event	Rel Y.2	Rel Y.4	Rel Y.6	Rel Y.8	Rel Y.10	Rel Y.12

Sprint Planning, Teams

Sprint 1 | Sprint 2 | Sprint 3 | Sprint 4 | Sprint 1 | Sprint 2 | Sprint 3 | Sprint 4

Keylane

Epic Priorities

The commitment level is used to prioritize the roadmap and reflects the level of commitment we can give to our stakeholders (internal & external)

Jira Epics Priority and commitment levels

1

Planned and result committed. In realisation
- DOR and the team has understood the solution to the epic
- Execution with PD

2

Planned and effort commitment
- DOR in process but the team understand the requirements, we have first estimate from team

3

Planned in Roadmap
- DOR not ready but the epic is committed in the plan based on T-shirt estimate from PO

4

Requested
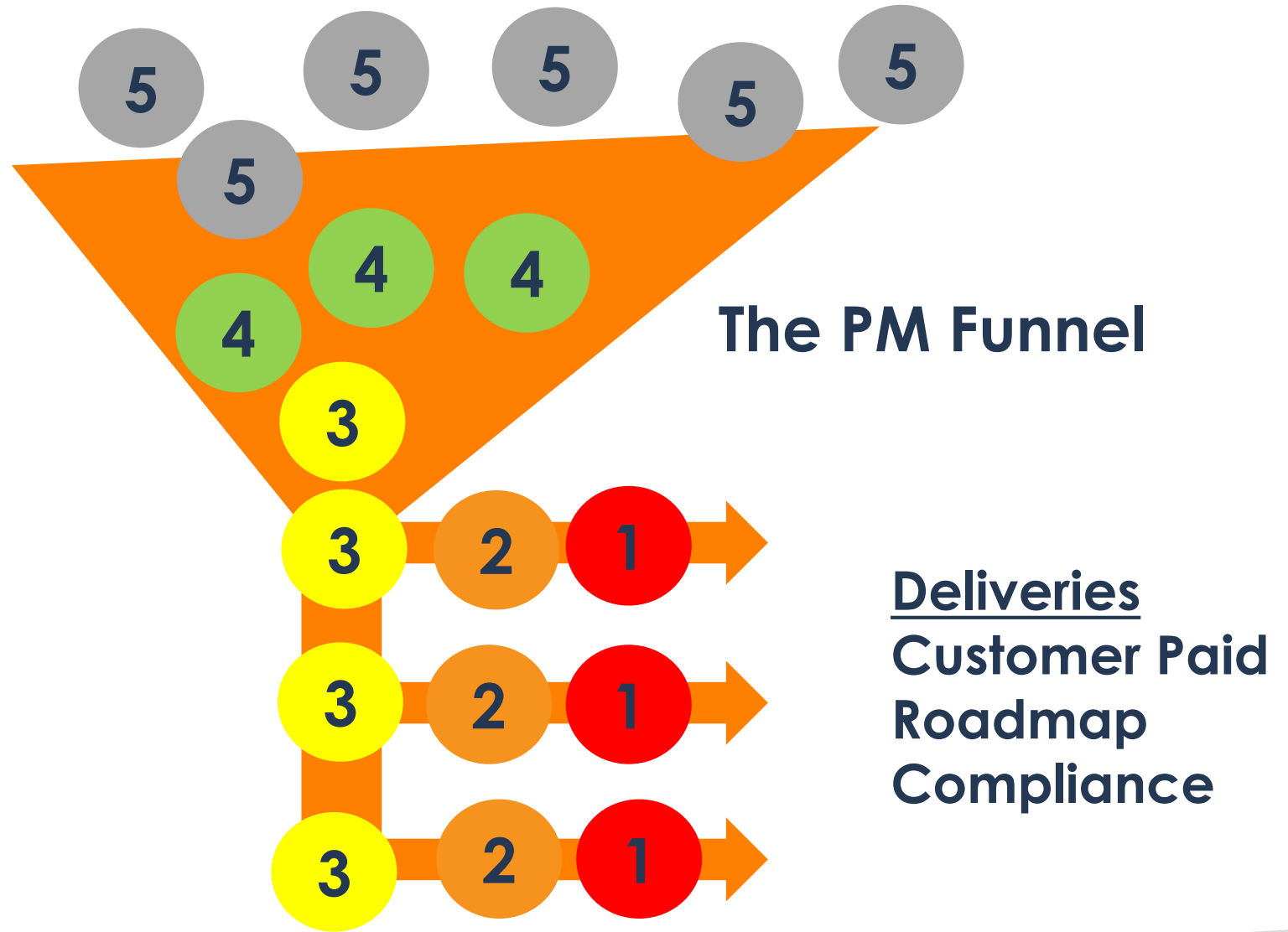- Requested by customer, not planned, not matched with capacity

5

Backlog
- Requirements not ready yet. On hold
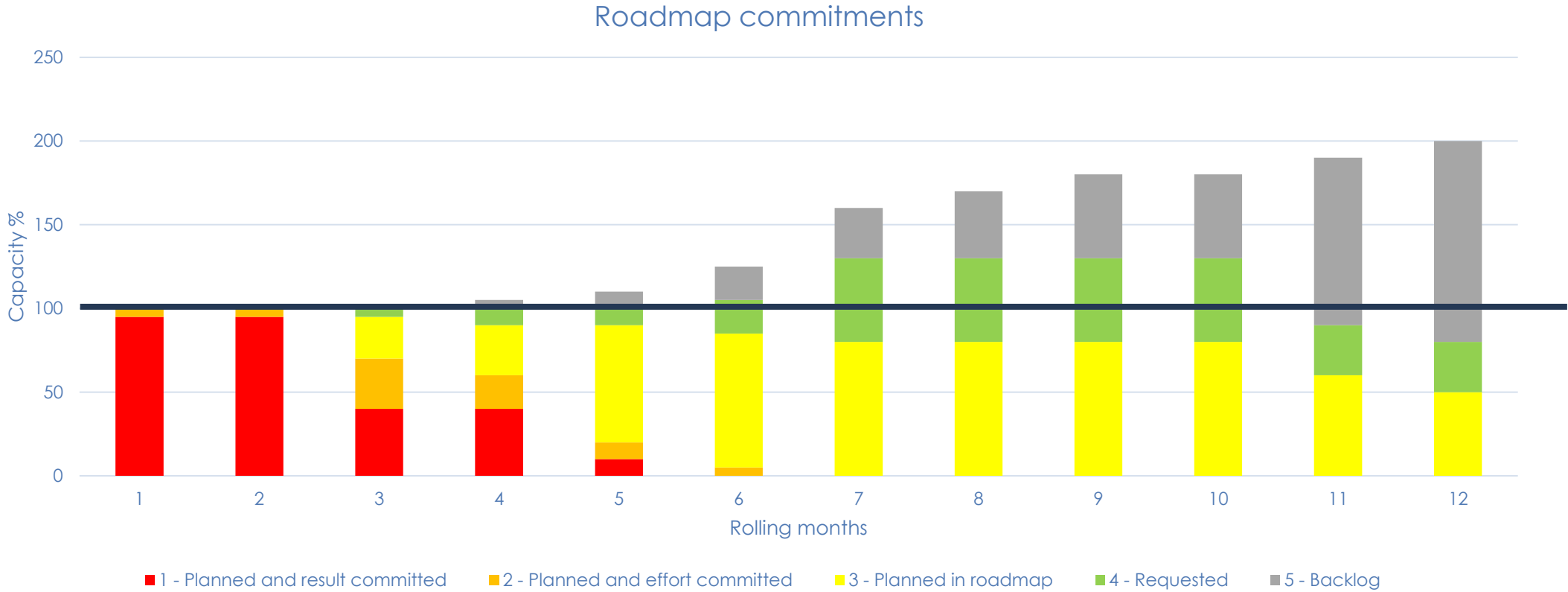
Keylane

Product Management – Roadmap process

Keylane ambition is to have full transparency to the roadmap plan.

Product Management categorize all product enhancements in budget categories.

The PM Funnel

Deliveries
Customer Paid
Roadmap
Compliance

Keylane

Roadmap commitments

Principal distribution on commitment levels

Roadmap commitments

Legend:
- 1 - Planned and result committed
- 2 - Planned and effort committed
- 3 - Planned in roadmap
- 4 - Requested
- 5 - Backlog

Axis: Capacity % (0, 50, 100, 150, 200, 250); Rolling months (1–12)

Deep dive specific Strategic sub-themes

Strategic themes and sub-themes 2025-2030

Legislation & Compliance	Product Expansion	Business Continuity	Business Effectiveness	Digital Experience
⚡ GDPR	⚡ Disbursement	⚡ Cyber security	⚡ STP	⚡ Connectivity
⚡ AML	⚡ Financial reporting	⚡ SaaS/cloud	⚡ Datamart	⚡ Versioned APIs
⚡ Localised compliance	⚡ **Workflow management**	⚡ **Data lifecycle management**	⚡ Personal data automation	⚡ Portals and Self-service
⚡ Tax reporting	⚡ Multi-client	⚡ Containerisation	⚡ **Configurability and Configuration Manager**	⚡ Gamification
⚡ Pension treaty WTP (NL)	⚡ Modularised implementation	⚡ Enable frequent releases/testability	⚡ Configurability and Portal Design System	⚡ UX/UI
⚡ **DORA**	⚡ Investments/ portfolio management	⚡ Product integration repository	⚡ Operational alerts	
	⚡ Output management/ external DMS		⚡ Telemetry	
	⚡ Real time model		⚡ AI capabilities	
	⚡ Internationalization		⚡ Chatbots	

Keylane

DORA

Legislation and compliance

Products & services
- Risk assessment tools
- Access management
- Security monitoring
- Incident detection and reporting
- Compliance management
- Backup solutions
- Data authenticity
- 3rd party ICT vendor management
- Operational resilience testing

Gain creators
- Assured compliance: Guarantees compliance with DORA, avoiding fines and enhancing operational resilience.
- Cost Savings: Long-term savings through automation and streamlined compliance processes.
- Enhanced reputation/trust: Positive market perception due to robust compliance and security measures.

Pain relievers
- Regulatory guidance: Clear and actionable guidance on DORA requirements.
- Cost-effective solutions: Affordable pricing models to reduce the financial burden of implementation.
- Minimal disruption: Solutions designed to be implemented with minimal disruption to daily operations.
- Security measures: Enhanced security features to mitigate the risk of operational disruption and data breaches.

Gains
- Regulatory compliance
- Enhanced security
- Operational resilience
- Cost efficiency
- Reputation
- Competitive advantage

Jobs-to-be-done
- Regulatory compliance
- Risk management
- Data security
- System integration
- Operational efficiency
- Reporting
- Staff training and awareness

Pains
- Regulatory complexity
- Operational disruption
- Data breaches
- Technical challenges
- Skill gaps
- High in cost

Thriving in the future landscape of Life & Pension

Keylane

www.keylane.com

Workflow management

Product expansion

Gain creators
- API's to fit in value chain
- Inbox for manual intervention
- Automated steps / activities
- Data mart data on workflow execution

Gains
- Faster processing
- Reduce workforce
- Workload management
- Predictive quality
- Process analytics &
- Optimization
- Audit trail

Products & services
- Workflow editor
- Workflow assembler
- Case handler workspace
- API workflow management
- Inbox management

Jobs-to-be-done
- Business process implementation
- Business process execution
- Case management
- Workload management
- SLA reporting on process performance

Pain relievers
- Case driven
- Structured process
- KPI's (like priority, deadline, etc.)
- Case based reporting
- Visual insight in progress of cases
- All-in-one place

Pains
- Business process implementation
- Business process execution
- Case management
- Workload management
- SLA reporting on process performance

Data lifecycle management

Business continuity

Products & services

- Data Management Platform: A comprehensive tool for managing data throughout its lifecycle.
- Compliance Modules: Features designed to ensure compliance with various regulations.
- Cost Management Tools: Solutions to optimize data storage and reduce costs.
- Efficiency Tools: Automation and process optimization features for better data management.
- Backup and Recovery Solutions: Robust systems for data backup and recovery.

Gain creators

- High Data Quality: Maintains high standards for data accuracy and reliability.
- Regulatory Confidence: Provides peace of mind regarding compliance.
- Cost Savings: Significant reductions in data management and storage costs.
- Operational Excellence: Improved efficiency and productivity in data management.
- Risk Mitigation: Reduces the risk of data loss and corruption.
- Strategic Insights: Offers high-quality data for strategic business decisions.
- Sustainable Practices: Aligns with sustainability goals and reduces environmental impact.

Pain relievers

- Data Integrity Solutions: Ensures data remains accurate and consistent.
- Compliance Assistance: Helps meet regulatory requirements and avoid penalties.
- Cost Optimization: Manages storage costs and reduces unnecessary expenses.
- Process Automation: Streamlines data management processes to save time and resources.
- Disaster Recovery Plans: Ensures quick recovery from data loss incidents.
- Accurate Analytics: Provides reliable data for informed decision-making.
- Green Data Solutions: Implements eco-friendly data management practices.

Gain

- Improved Data Quality: Reliable and accurate data.
- Regulatory Compliance: Confidence in meeting legal standards.
- Enhanced Cost Savings: Reduced storage and management expenses.
- Operational Efficiency: Streamlined processes and quick data access.
- Risk Reduction: Lowered risk of data loss and corruption.
- Better Decision Making: High-quality data for strategic insights.
- Sustainability: Reduced environmental impact and alignment with CSR goals.

Pain

- Data Inaccuracy: Issues with data quality and integrity.
- Non-compliance: Risks and penalties associated with failing to meet regulatory requirements.
- High Costs: Rising costs associated with data storage and management.
- Inefficiency: Time and resource waste due to inefficient data management processes.
- Data Loss: Potential for losing critical data without proper backup and recovery.
- Poor Insights: Inaccurate or insufficient data for making informed decisions.
- Environmental Impact: Concerns over the environmental footprint of data operations.

Jobs-to-be-done

- Data Management: Handling large volumes of data efficiently.
- Compliance: Ensuring data practices meet legal and regulatory requirements.
- Security: Protecting sensitive and personal data from breaches.
- Cost Control: Managing and optimizing data storage costs.
- Operational Efficiency: Ensuring data is readily accessible for business operations.
- Risk Mitigation: Minimizing risks related to data loss and corruption.
- Decision Making: Utilizing data for strategic decisions and business intelligence.
- Sustainability: Implementing environmentally sustainable data practices.

Keylane

Configurability and Configuration Manager

Product expansion

Products & services
- Automated configuration management
- Environment consistency tools
- CI/CD pipeline integration
- Compliance monitoring features

Gain creators
- Efficiency through automation
- Reliable and consistent systems
- Support for scalable systems
- Simplified compliance management.

Pain relievers
- Automation to reduce manual errors
- Tools for consistent configurations
- Time-saving automation features
- Built-in compliance and security tools

Gains
- Increased efficiency and automation
- Consistent environments
- Improved system reliability
- Enhanced compliance and security

Jobs-to-be-done
- Managing configurations
- Streamlining CI/CD workflows
- Ensuring system reliability and scalability
- Overseeing project delivery and consistency

Pains
- Manual errors in configuration
- Inconsistent environments
- Time-consuming configuration management
- Challenges with compliance and security

Keylane

Thriving in the future landscape of Life & Pension
www.keylane.com

Questions & Answers

User group setup

Your thoughts and input on the following topics:

➢ Keylane to organize versus the users to organize

➢ International versus local

➢ Frequency

➢ Topics – agenda for the user group
  - ➢ Timely input roadmap
  - ➢ Functional – Technical
  - ➢ Training

➢ Work groups – task forces – ideas

➢ ….

Lunch break