European Pensions
AWARDS 2022

PENSIONS TECHNOLOGY PROVIDER OF THE YEAR
PREVINET OUTSOURCING SOLUTIONS

The Pensions Technology Provider of the Year award went to Previnet Outsourcing Solutions (Previnet). Receiving the award was Martino Braico, Previnet (centre). Presenting the award was Richard Poole, Royal Mail (right) and host, Holly Walsh (left).

Effective and reliable pensions technology is essential for the successful running of any pension fund. This award recognises those firms that are leaders in the field of pensions technology, and ultimately rewards who is the best of the best.

The judges handed the 2022 Pensions Technology Provider of the Year award to Previnet. The judging panel commended the firm for being "truly European" and having a "member-focused proposition that displays clear passion for meeting the European pensions industry's needs". Congratulations to the team at Previnet!

With over 25 years of experience, Previnet is a leader in its field providing a range of services to pension funds across Europe: ten countries are already managed. As an independent pension scheme administrator, Previnet offers full member record-keeping, web functionalities and IT solutions, internally developed, for members, HR offices, multinationals and plan sponsors.

As part of its innovative offering, Previnet has developed its new digital platform (Kathy), which aims to create a cognitive core equipped with artificial intelligence, combined with an intelligent notification engine to address personalised and targeted content to pension affiliates.

"With over 25 years of experience, Previnet is a leader in its field providing a range of administrative and IT services to pension funds across Europe"

From a technical perspective, the challenging complexity of this project as a whole made it necessary to identify three separate streams: The cognitive core – composed of a series of cognitive agents that, leveraging on different knowledge bases, identifies and directs user interactions by mediating them with a virtual agent.

Secondly is the virtual assistant, also available in 3D, – which proposes on its own initiative, without commands, valuable and relevant content for each of the situations where the user needs advice and support; and, the gateway – that orchestrates the intelligent and proactive addressing of the wide range of services to the user through digital channels and allows interaction with the conversational agent.

Prior to the launch of this digital platform, communication sent by Previnet, on behalf of pension schemes, used to take place through traditional channels such as SMS and email.

The new platform introduces smart notifications for members, a new communication channel for members who are now alerted to notifications on their mobile phone. Smart notifications also enable users to not only engage with the specific notification but it also triggers a chatbot to increase interactions.

The notification service means users have constant and continuous updates on events and operations relating to their pensions. The platform is an all-rounder, benefitting both the member and the pension scheme. For example, members are provided with up-to-date information, which significantly reduces requests to the pension fund via traditional means of communication such as email or telephone. All this makes it clear to see why Previnet has been crowned this year's winner. A fantastic achievement!

FLYING CROSS-BORDER IS POSSIBLE. WITH US.

We go the extra mile to ensure a safe trip to your cross-border pension solutions!

Previnet®
Outsourcing solutions

HOW WE FLY HIGH • **Long-standing expertise on pension scheme administration** (25+ years, 220+ plans managed, over 3M members) • **Hands-on Cross-Border pension schemes management** (e.g., NATO DCPS, IORPs such as RESAVER, BP, Nestlé) • **Top-notch technology & security system** (IT innovation driven by in-house SW, on-site datacenter) • **Externally certified** (ISO27001 & PCI compliant, SOC1 & SOC2 attested) • **Flexibility, scalability and capability for integrations** (tailor-made solutions) • **Highly qualified, multilingual staff** (450+ staff, with a large number of dedicated IT specialists) • **Open investment platform** (any Asset Manager and investment solution is accommodated) • **EU-wide and local Tax & Regulatory compliance** (benefitting from the expertise of our local partners)

SERVICES AVAILABLE ON BOARD

- Interactive portals
- Apps
- E-learning
- Tutorials
- Members Communication
- Multiple Languages
- Pension projections
- Risk profiling

- Help-Desk
- Life-cycling & TDFs
- Single admin platform
- Centralised reporting
- BI & Data analytics
- Rules engine
- Data-exchange tools
- Governance

NEW ROUTES

- PEPPs (Pan-European Personal Pension Products)
- A.I. (Artificial Intelligence)
- Virtual Assistants (also in 3D)
- Chatbots (digital robot)
- Mobile solutions via WhatsApp (voice and text)
- Clickless (onboarding new members via mobile phone)

PREVINET'S OUTSOURCING OPPORTUNITIES ARE AVAILABLE FOR:

Cross-border & Domestic pension schemes • IORPs • International Pension Plans • Life and non-Life Insurance Companies • Mutual Funds and Global Custodians • IT solutions for Multinational Pooling & Reinsurance

European Pensions
AWARDS 2008
WINNER
Pension Scheme Administrator of the Year

European Pensions
AWARDS 2016
WINNER
Pension Scheme Administrator of the Year

European Pensions
AWARDS 2011
WINNER
Pension Scheme Administrator of the Year

European Pensions
AWARDS 2019
WINNER
Pension Scheme Administrator of the Year

European Pensions
AWARDS 2020
WINNER
Pension Scheme Administrator of the Year

European Pensions
AWARDS 2022
WINNER
Pensions Technology Provider of the Year

MORE INFO AT:
www.crossborderplans.com
www.previnet.it

PREVINET S.p.A.
Via E. Forlanini, 24
31022 Preganziol (TV) - ITALY
+39 0422 174 5111 - previnet@previnet.it