



Reducing a regulator's own regulatory risk

When The Pensions Regulator needed to overhaul its approach to documents and data to reduce its regulatory risk profile, our team got to work on transformation.

With regulatory requirements to meet, millions of documents to manage securely, and efficiency and cost challenges, The Pensions Regulator (TPR) was looking to optimise its technology and processes.

The organisation, which has the vital role of protecting the UK's workplace pensions, was using on-premise and outdated document management systems, which meant that compliance was more of a manual burden and risk than it needed to be.

TPR also had various outdated Customer Relationship Management (CRM) systems. The overall set up was also causing process inefficiencies, data sharing challenges across departments, and wasn't a good use of staff time and costs.

With a deep understanding of how a regulatory organisation operates, regulatory requirements and technology transformation, KPMG was ready to help TPR move forward with new operational systems and refreshed processes.

The first priority was to migrate TPR onto modern cloud-enabled and connected technology systems – Microsoft SharePoint Online for document management, and Microsoft Dynamics 365 for CRM. Our team then securely migrated almost 6 million documents to SharePoint with no down time for TPR. Meanwhile, on the CRM, we established logical workflows and easy-to-use interfaces for an optimal user experience. We transferred the full user base (approximately 800 users) onto the document management solution, and 120 onto the CRM solution.

A vital step in the program was to ease compliance burden and risks. Therefore, we built in automated processes and alerts around documents and data, to make sure everything is classified correctly and nothing is kept on file longer than it should be. The system has also been set up with Government Digital Service (GDS) standards in mind.

Our team of consultants and technical specialists worked in a very agile and collaborative way with TPR to make the transformation a success. We ensured that we deeply understood TPR's pain points, then used them to validate what we built and tested the system for.

TPR now has a modern technology system that can deliver the document and data management compliance, efficiency and security that it needs – saving approximately £252,000 per annum in working time that was lost due to document management system issues. Importantly, it also has significantly reduced regulatory risks, and has gained much better oversight of data for decisions, process efficiency and cost effectiveness.

The best summary of the project's success can be left to TPR'S CEO, Charles Counsell, who told us that it was "an exemplary project, with great joint team work."

We deliver the results that matter.

