

# Case Study

## Member Support

Sector: Telecommunications and Technology

Employees: 4,000

### The facts

Our client is the leading provider in the new telecoms world, with communications solutions that combine telecom and datacom technologies.

Johnson Fleming were appointed to review the existing Group Personal Pension Plan, one of the key objectives for the client was to improve member support for employees.

The existing employee benefit provider offered a predominately web based interface with little direct employee contact.

Employees were responsible for their own pension education and online joining.

### The action

All employees were issued new easy to understand literature and invited to attend a group presentation and individual meeting.

During the initial implementation project the Johnson Fleming communications team conducted over 1800 face to face meetings across 20 locations over an 8 week period.

Telephone meetings were conducted for those unable to attend a face to face meeting.

All employees were contacted by Johnson Fleming during the 8 week re-launch.

An employer branded website was created to maintain access and continuity of service for those pension members used to an online approach.

Ongoing support and education is delivered including pension workshops and review meetings.

### The outcome

- Over 97% of employees that attended individual meetings joined the pension scheme.
- Over 90% of employees felt their understanding of the pension scheme was good or very good.

(Employee feedback)



Really impressed with the whole process from Johnson Fleming. From booking the meeting right through to the one-to-one meeting.”

(Employee feedback survey)



## Johnson Fleming

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