

A large, stylized green chevron graphic pointing to the right, serving as a background for the text.

High performance. Delivered.

Norway Transforms Pension Benefit Administration

Video Transcript

Critical Public Services Require High Performance

Norwegian Labour and Welfare Administration (NAV) delivers \$30 billion in yearly pension benefits to 1.2 million Norwegians. The number of retirees receiving pension benefits will double by 2050. NAV was looking to improve the delivery of disbursements and implement a sustainable system for future generations. So the Norwegian government looked to Accenture for help.

NAV sets a new global standard

Collaborating with Accenture, NAV

launched its groundbreaking new pensions system – on time and on budget. This end to end transformation sets a new global standard, demonstrating how innovative solutions can help public agencies do more with less.

The benefits include:

- Better service and increased flexibility for retirees
- Broad user adoption of self-service
- Faster application processing
- Improved quality and efficiency
- Better information and advice for pension planning

A Complex Challenge

With the number of pensioners rising rapidly and inefficient legacy systems in place, NAV was under pressure to achieve results--fast. The priority was to reinvent pensions administration from claim to payment, by transforming the existing organization into a centralized spine supporting self-service.

NAV's pension administration organization processes and IT systems have been transformed in the following ways:

The transformation results?

- New pension portal is linked to a centralized case handling system
- Pension claims processes are automated
- Five new national production centers
- New self-service solution was launched
- National call center set up for enhanced customer service

NAV--a one-stop tool for pension planning.

Norwegians now have a one-stop tool for planning their pension timelines and benefits.

To learn how we can help your government or business become a high performance organization: Visit www.accenture.com/humanservices

Strong, Measurable Results

More than 60% of pension claims are submitted using the self-service solution.

NAV's case handlers used to take 3 months to process a claim. Now electronic applications are processed in a few seconds.

NAV has achieved its highest-ever level of self-service and automation.

Fully integrated processes deliver accurate, up to date data, fewer errors, streamlined workflows and greater productivity.

Increased efficiency means pension administrators spend more time with clients and Norwegians are making more informed pensions decisions.

High Performance. Delivered.

NAV – the first system worldwide of its kind.

NAV's new system is the first – worldwide to enable end-to-end automated processes for gathering user data, calculating benefits and making payments – all in just a few seconds.