

A New Way For DB Schemes

Contents

01	Who we are	03
02	Overview	04
03	Key Features	05
04	Solving Problems	06
05	Member Self Serve	08
06	Other Functionality	09
07	What's Next	10
08	Onboarding	12

Who we are

We are a pension software development business with a difference. Our solutions range from DB administration platforms to actuarial and asset liability modelling.

Mantle is a relatively new product, with development starting in 2010. It was conceived to resolve a number of problems that beset how administration and actuarial services are delivered.

We are part of the [3173 Group](#) and whilst a relatively new entrant to the market we have strong credentials.

- In excess of 1.7m member records hosted.
- 1,200 schemes supported.
- 20,000 actuarial valuation runs monthly.
- £1bn of payments administered annually.

What we are about

Many DB schemes suffer from a lack of automation with disjointed systems and processes. This adds costs and risk.

At Mantle we are on a mission to transform the way that DB schemes run via,

Automation
Integration
Simplification

We also believe that all schemes regardless of size should be able to access the best technology.

We have a different approach to onboarding and setup which results in substantially lower costs than our competitors.

Mantle is trusted by



Your Nestlé Pension



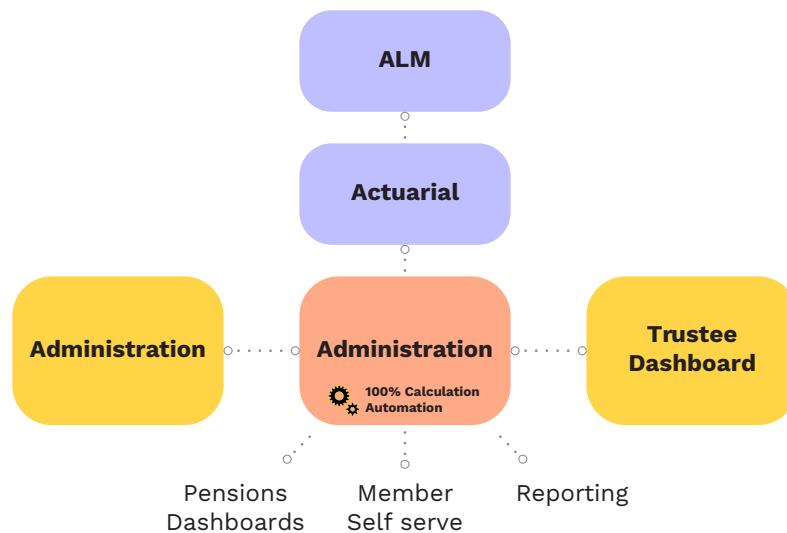
Public Sector Pensions Authority



Overview

Mantle is a modern cloud hosted solution comprised of a suite of linked applications, you choose which you want to use.

They are linked by APIs which means it's easy to get data in and out to other systems.



Automation creates efficiency

The unique approach to setting up benefit calculations and transfer values means that all calculations can be automated. This is key to creating efficiency and delivering great member outcomes.

We have estimated that with full automation and 30% uptake of member self serve 2,500 members can be served by one administrator.

Visibility

Whether it's common and conditional data or the schemes funding position, it's all available via the dashboard. [See it in action.](#)

In control

We are here when we are needed, but we understand that for many things a Scheme would rather make changes itself. Mantle therefore allows a Scheme to,

- Set and maintain system access and permission levels
- Create and edit benefit calculations, with a complete audit trail
- Create new documents
- Create bespoke reports and data extracts

Key Features

Mantle was designed in a way that enables it to meet the challenges that administrators, advisers, and trustees face in running their DB scheme efficiently.

We have a big focus on the member, and everything is designed to enable administrators to deliver a first class service, supported by an easy to use member self-serve offering.

As a result, Mantle can,

- Automate all DB benefit calculations regardless of complexity
- Provide full visibility of the benefit calculation, no “black box coding”
- Future proof the scheme. As legislation requires, new calculations can be easily inserted. Witness dual opposite sex records and the McCloud Judgment, which Mantle automates.
- Generate live transfer values
- Integrate payroll, treasury and accounts
- Support bulk SMS and email communications
- Unify administration and actuarial, all in one system
- Immediately support Pensions Dashboards requirements via the Equisoft API
- Create efficiency through integrating systems and automating processes
- Create bespoke data reports
- Enable you to set and maintain access permissions
- Make it easy for members to self-serve
- With full automation of benefit calculations, good data and a 30% uptake of member self-serve, we estimate one administrator can support 2,500 members.

Hosting and security

Mantle is a secure place to store your client data.

We host synchronously with Google and AWS. This ensures no data loss and continuity of service should one of the hosting services be impacted.

Mantle Hosting Limited is certified under ISO/IEC 27001:2013, ISO 9001:2015 and CSA STAR for services and activities related to Mantle.

Solving Problems

Experience shows that legacy administration systems can lack automation and are often require multiple steps to accomplish a simple task.

It's also the case that many systems are decades old and were never designed to meet the requirements of the current market. Here are some common problems that Mantle can solve,

Problem	Which means...	Mantle Solution	Which means...
Administrators may need to maintain records across multiple systems.	This creates additional work and introduces risk	Mantle has fully integrated payroll, treasury, and accounts. See payroll in action.	No need to keep multiple systems up to date reducing risk and improving efficiency.
Pensions in payment increases a largely manual process	This can require the pensions to be extracted, tranced and increases applied. A time consuming and resource intensive process	Mantle automates this process applying the correct increase to each tranche	Time and cost are saved with the increase letters automatically generated.
Members can't self serve online.	All requests fall on the administration team to fulfil. This is costly and skilled resource is often applied to what are simple tasks.	Mantle offers a phone and web app. All benefits from 55-75 are available as well as a live TV. It's easy for members to keep personal & contact details updated. See it in action.	Where MSS adoption is at least 30% we estimate a 30% reduction in the call on the administration team. Skilled resource is freed up for more complex tasks.
Meeting Pensions Dashboards requirements.	Data to respond to "find messages" needs to be digitised and accessible. ERIs need to be available within the SLA.	Mantle is Dashboards ready using the Fusion ISP. See it in action.	Any combination of find attributes can be supported. ERIs are automatically generated and served to the ISP
Making changes to documents, reports or benefit calculations is difficult	Thus, manual workarounds are needed to navigate the issues	Mantle has been designed to allow the user to configure new reports, documents, and benefit calculations. No need for Mantle developers.	You get the outputs and calculations to meet your needs.

Lack of automation of benefit calculations.	Administrators need to do the calculations which slows things down, incurs cost and adds risk.	Mantle automates 100% of benefit calculations. Not just the easy ones but all calculations.	Administration capacity freed up. Improved SLA's for clients. Member Self-Serve & Dashboards enabled.
Calculations and underlying data not visible.	Where a calculation is "black box" and can't be viewed, the output may not be trusted by the administrator. This can result in the calculation being checked manually, adding delay and cost to the process.	There is 100% visibility of how the calculation is built, with a full audit trail. The underlying factors such as salary history are also visible. See how a calculation is built and viewed.	Administrators can trust the calculations removing the need for manual checking. This improves SLAs and frees up scarce administration resource.
Dual opposite sex records for GMPE can't be run	This may require an out of system solution with associated cost.	Mantle easily supports dual opposite records. It's just an added line of benefit calculation. See it in action.	This approach keeps all options on the table for conversion
Creating Transfer Values	These may need to be manually calculated, with associated cost and delay.	Mantle automatically calculates and refreshes TV's every day.	Time and cost saving. They are also available via member self serve, reducing the call on the administrator
System generated documents altered by administrators not stored in the record	There isn't a proper record of what was issued to the client	System generated documents have a configurable section which forms part of the stored version.	There is an accurate history of documents issued with an audit trail showing who generated and tailored the document.



Member Self Serve

Any modern solution needs to have self-serve at its core. Not only does it make it easy for the member, it also reduces call on the administration team.

The key design principles behind our offering are,

- Easy to access
- Easy to use
- Easy to understand.

We offer a smartphone app and website. Once registered the member can use the same login credentials to access both.

The smartphone app launched in 2021 and has scored particularly well with users, rating it in excess of 90% across all the design principles.

Key to maximising uptake is a simple registration process with one scheme recording a 70% take up rate.

[See the registration process here.](#)

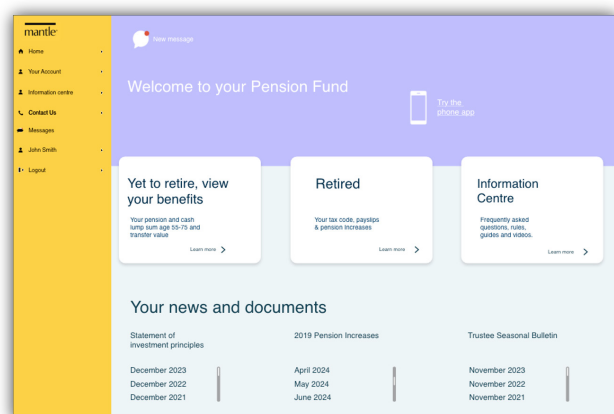
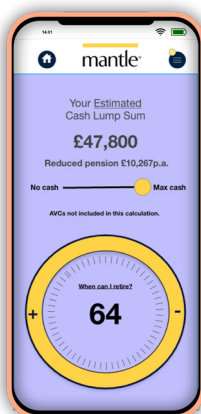
What can the member do?

- View benefits age 55 - 75.
- View a live transfer value, refreshed daily
- Request a guaranteed transfer value
- Understand how their pension passes on
- Keep personal details up to date
- Use SMS messaging to contact the administrator
- View documents
- Retired can view their next payment, payslip and P60s

[See the phone app in action.](#)

Branding

Our apps can support two key colours, font, logo, and imagery, all as standard.



Your news and documents

Statement of investment principles	2019 Pension Increases	Trustee Seasonal Bulletin
December 2023	April 2024	November 2023
December 2022	May 2024	November 2022
December 2021	June 2024	November 2021

Other Functionality

Defined Contribution

Mantle also supports DC and hybrid schemes.

We are currently integrating to the [Equisoft Trade](#) interface. When live in September 2024 it will enable scale transactions, creating efficiency and reducing risk.

We have already developed the necessary interfaces to attach to HR systems to capture member data. This includes a reconciliation layer to identify errors or inconsistencies.

We have a new version of our member phone and web app in development for DC and Hybrid.

Actuarial

Calculations and daily valuations

Mantle enables a range of actuarial calculations to be run from the live underlying member data.

With investment links enabled, it's possible to get an accurate real time view of the scheme assets and liabilities,

- Solvency
- Technical provisions basis
- FRS 102

[See it in action](#)

Cashflow generation

Mantle can generate and export a range of cashflows, including 3D.

Asset Liability Modelling

Mantle makes portfolio testing easier. It takes over 800 trillion possible strategies and narrows them down to a smaller, optimised set.

The risk management analysis helps understand how each strategy compares to the others, making it simpler to review them.

Adviser access

As Mantle is cloud hosted it's simple to allow adviser access to enable them to run their own calculations.

We can create permissions meaning that both the scheme and corporate actuary can have their own partitioned access. They can insert any tables or curves as required and run calculations on the live member data

Onboarding

In excess of 300 schemes have been onboarded to Mantle for administration.

We have a tried and tested approach to getting efficiently to live with minimal call on the administration team.

Typically, a migration takes between 6 and 9 months moving through these key stages.

Calculation build and test

Our actuarial team would firstly review the benefit specification and raise any queries.

Installation

The Scheme would then be installed onto Mantle. The calculation routines would be built in line with the supplied calculation specifications.

Our testing is designed to reconcile any discrepancies and allow us to understand how much of the difference is due to calculation methodology or differences in data.

We apply our own actuarial resource to do this, minimising the call on the team.

Data migration

We have developed a data migration tool that can be deployed to improve what can be a difficult element of the process.

On import of the first data cut Mantle creates a data quality report enabling decisions to be made on how to proceed.

Testing

Once the administration calculation routines have been tested and signed off, we do extensive actuarial testing. This is based on the agreed calculation schedule and all testing is documented.

The testing includes:

- Checking that the overall liability figures are consistent with previous figures.
- Individual testing across different categories of the membership.
- Sample of calculations, e.g., high value individual values.

In addition to global and individual checks on Scheme liabilities, we would also ensure that the use of actuarial factors/transfer value assumptions are consistent during the handover period. This would be done by seeking to replicate sample and live calculations which involves the use of factors/actuarial assumptions, early retirement, transfer values

Payroll Setup

- Payroll setup
- Data mapping
- Data import
- Queries
- Gross payment reconciliation
- Optional Equisoft net payment & RTI setup
- Shadow payroll run
- Sign off

Go Live

Once calculations have been signed off and discrepancies reconciled, Mantle can move into live.

Configuring Mantle for a Scheme**Document suite**

This is something that Mantle can configure in line with the scheme's requirements, or we can train the administration team to do this.

Standard reporting & MI

Mantle can generate reports and outputs based on any and all data points held in the system. As part of the installation, we would configure a suite in line with the scheme's requirements. We can also train the team to create ad hoc reports without the need for Mantle support.

Branding of the phone and web apps.

As part of the configuration, we apply the Scheme's brand to our phone and web apps as well as insert rules into the relevant sections of the Apps.

Treasury setup

Only where Mantle treasury is to be used.

User Permissions

We can set these for the scheme and also train the team in how these can be set and maintained.

Workflow configuration

We will configure the workflow in line with the required processes and "doer checker" sign off model.

Document migration

Legacy documents can be migrated to mantle and stored for future reference.





Get in Touch

Linen Loft
27-37 Adelaide Street
Belfast
BT2 8FE

46 New Broad Street
London
EC2M 1JH

enquiries@mantleservices.com

www.mantleservices.com