



SdPSP

SERVICE DES PENSIONS
DU SECTEUR PUBLIC

Information, advisory services and Customer Relationship Management Belgian case

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Public sector pension service



Reminder 1: Belgian pension system

1st pillar



- employer contributions
- personal contributions
- state subsidies

2nd pillar

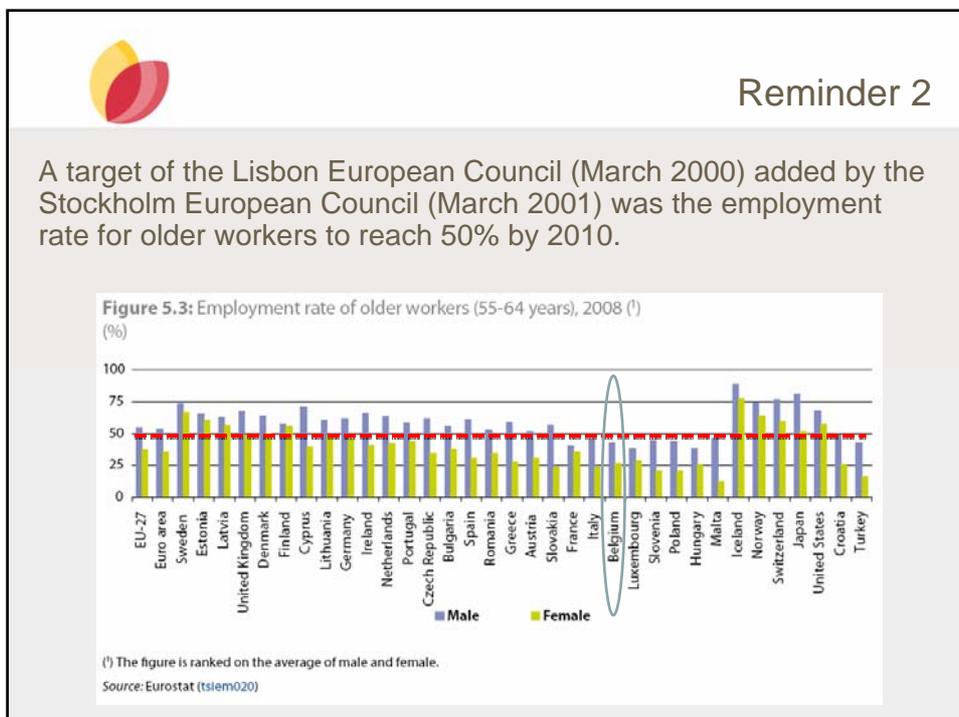
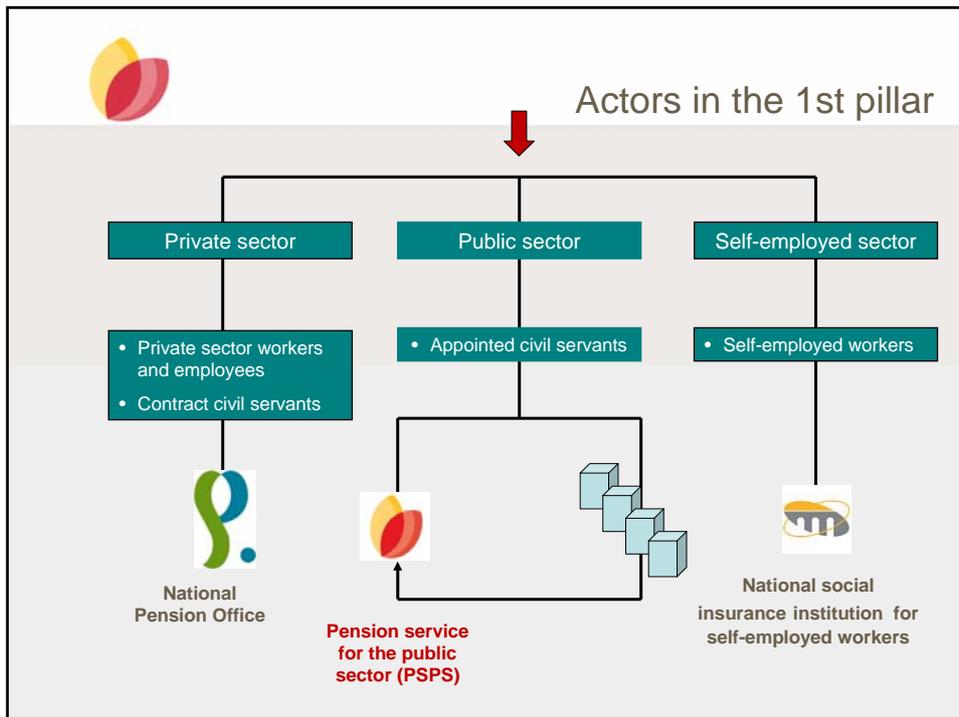


- employer contributions
- personal contributions

3rd pillar



- premiums
- personal savings



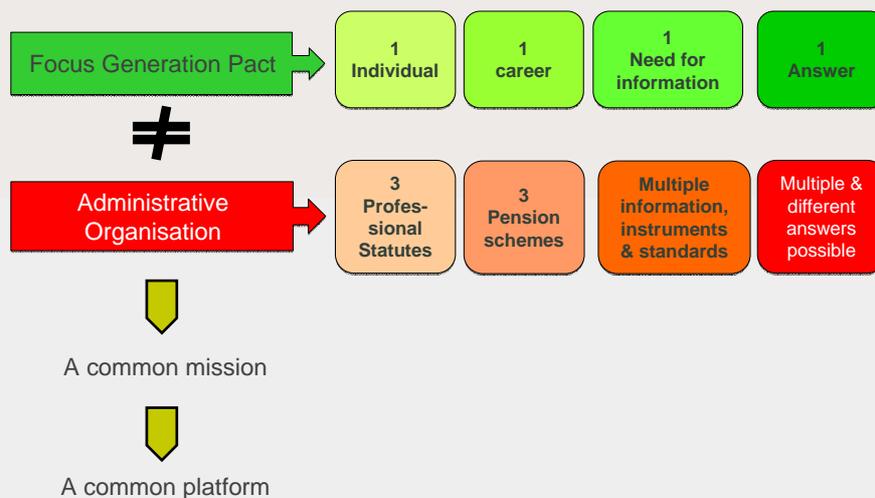


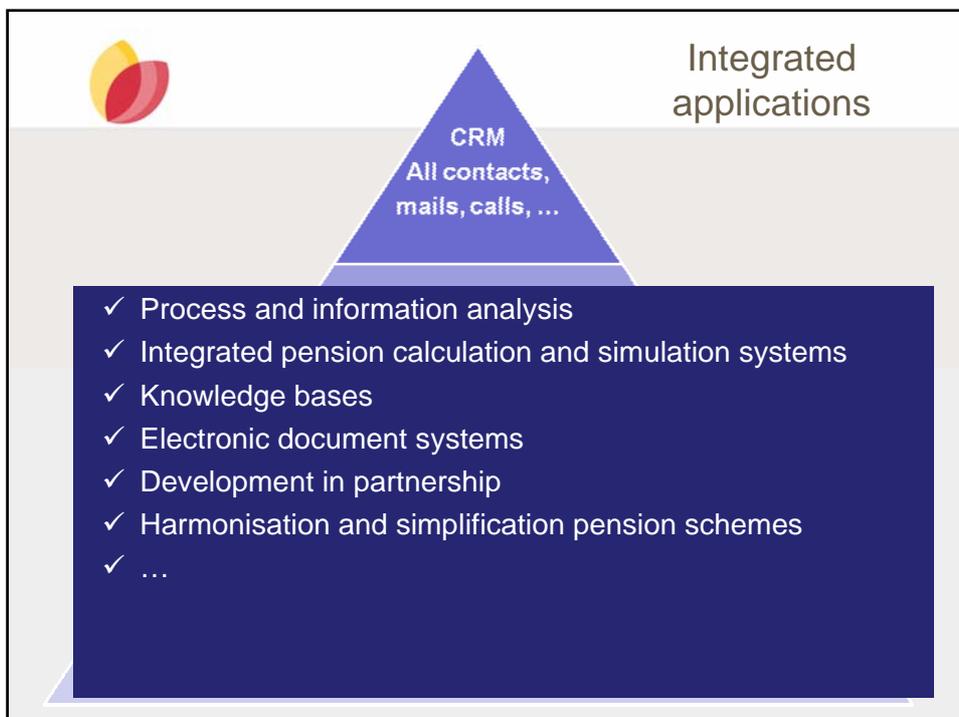
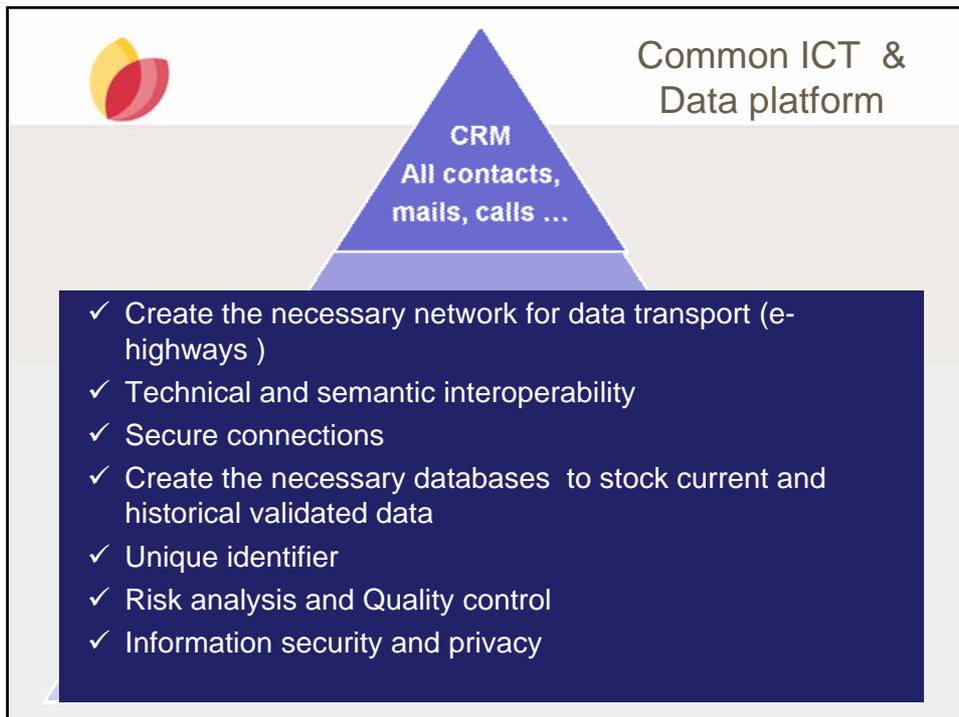
GENERATION PACT (Belgian government - October 2005)

- the Generation Pact introduces 66 measures for 3 targets:
 1. moving more young people into work,
 2. promoting active ageing and
 3. making the social security system stronger and more viable to get people back to work.
- measure 44 :
 - Simulation = on demand at each age
 - Simulation = officially at age 55 (also mixed careers)
 - Information of 2nd pillar pension advantages must be included
 - Assumption = work till 65
 - Deadline = 2010.



Easier to say than to realise!







Customer oriented organisation

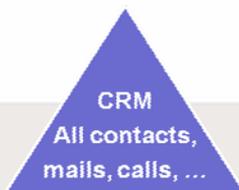


CRM
All contacts,
mails, calls, ...

- ✓ One person with one career has one question with one answer
- ✓ 360° view on a transparent data collection about the citizen/customer
- ✓ Multiple channel access
- ✓ Contact centre
- ✓ CRM
- ✓ Simple not complex communication
- ✓ Coaching and training
- ✓ ...



And ?



CRM
All contacts,
mails, calls, ...

- ✓ Multidisciplinary (business process re-engineering, change management, legal, ICT, information security and privacy protection, communication, program and project management) and multi-sectoral approach (1st pillar, 2nd pillar)
- ✓ Gradual implication of
 - ✓ Government
 - ✓ Keep a clear long term vision
 - ✓ Create the necessary legal framework (rights, obligations)
 - ✓ Necessary budget
 - ✓ Employers
 - ✓ Pension institutions
 - ✓ Transform in a client oriented organisation
 - ✓ Integration with other projects
- ✓ Key of success = to create a win-win-win-win situation for the politicians, the citizen/customer, the employers, the pension institutions

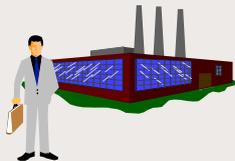


What is realised ?



AS IS 2010

Private sector
Employers

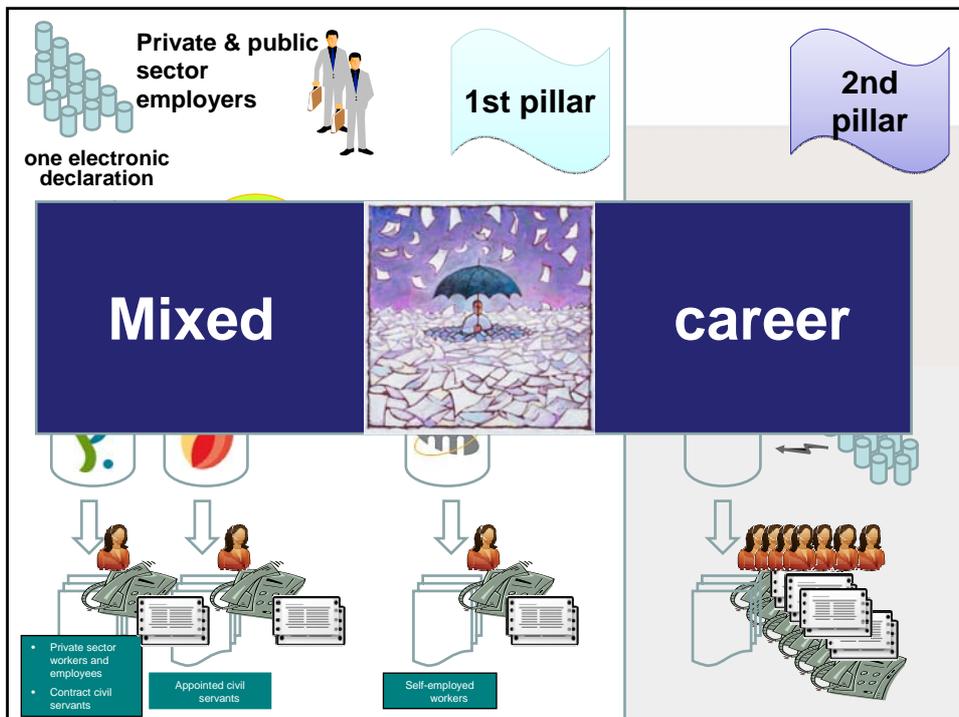
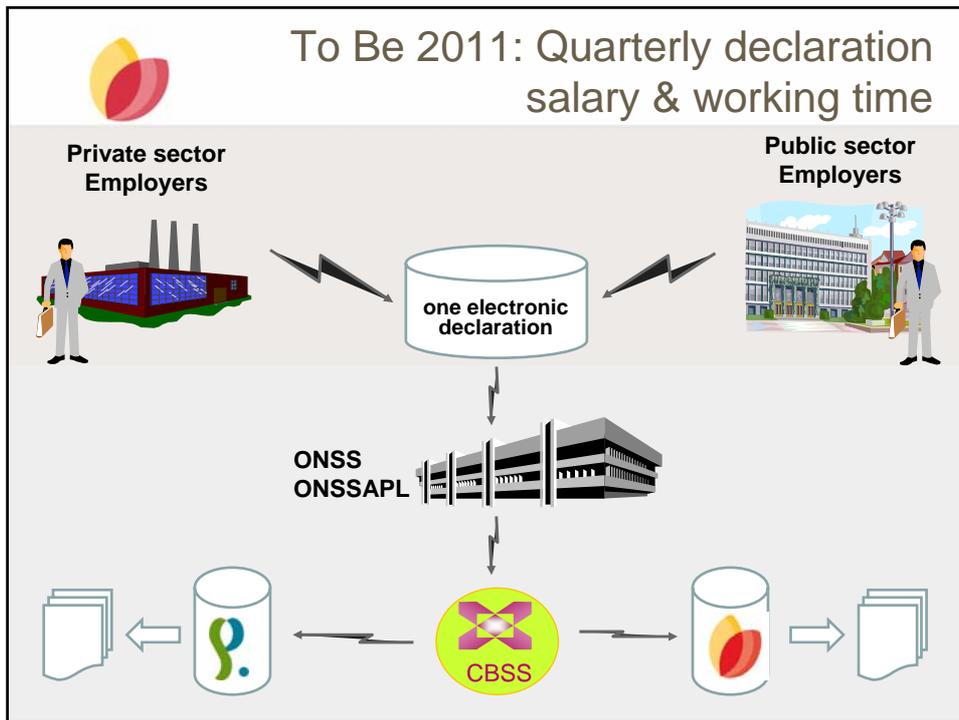


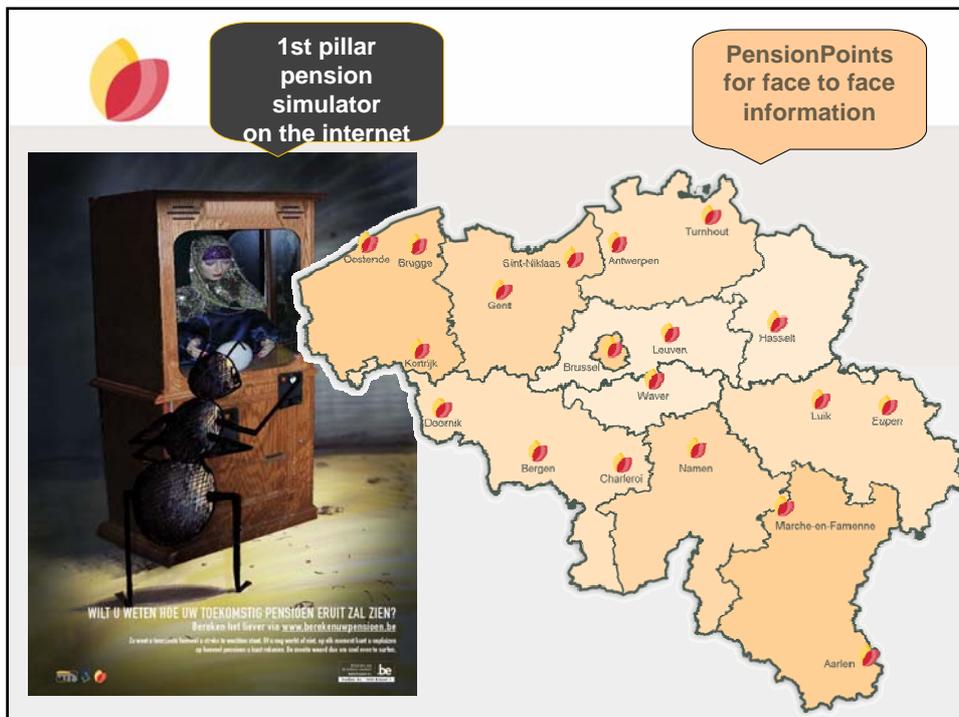
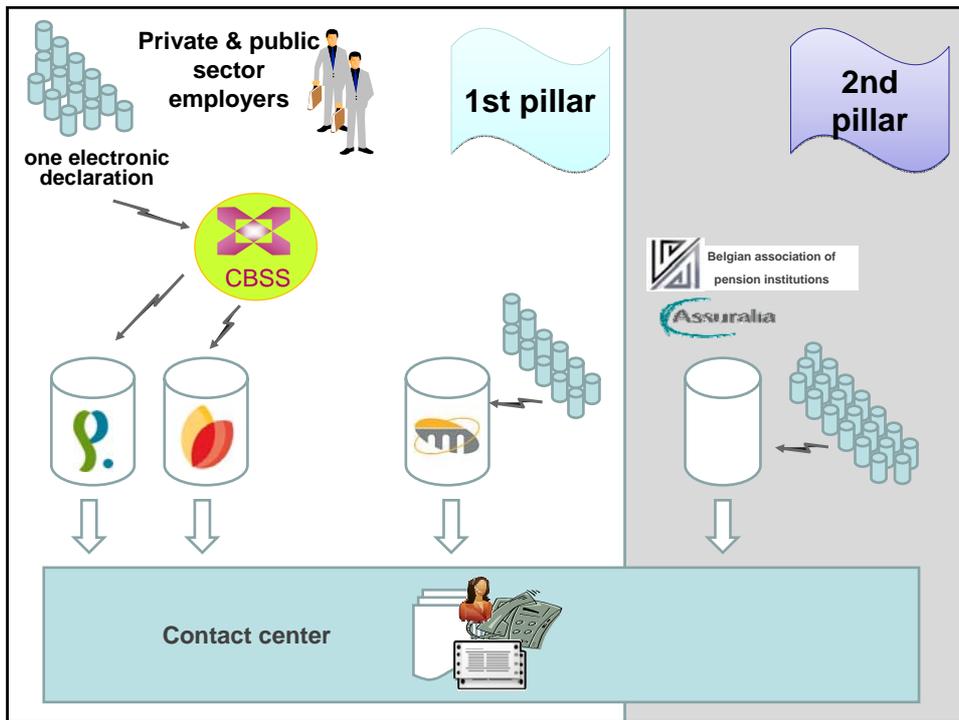
Public sector
Employers



ONSS
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Thank you for your attention

