



**about us**

supporting  
your business





## Contents

Supporting your business	3	Leading-edge technology	10
Quality administration services	4	Business systems	13
How we can help	7	Employer services	13
Superior service	7	Online skills	13
A partnership approach	8	National Service Centre	14
Innovative solutions	9	Want to know more?	15
Competitive cost structure	9		

## Supporting your business

The word Pillar means strength, stability and support.

We operate within a dynamic industry where change and challenge are constants. Consequently, while our foundations are strong and stable, we continually evolve our business to support the objectives and expectations of our clients.

Pillar has the culture, capability and capacity to focus 100% on providing your business with superior superannuation administration services.

Our tagline is **“supporting your business”** – and that’s what we’re here to do.



Peter Beck, CEO

## Quality administration services

Pillar is a leading high volume, high value administrator of large superannuation funds. We are dedicated to providing high quality, responsive superannuation administration services to fund trustees, members and employers.

We manage complex defined benefit schemes, accumulation plans and retirement income streams.

Our aim is to be the best.

### Strength

- Comprehensive range of administration services
- Experienced and independent Board
- Culture, compliance and governance
- Leading-edge technology

### Support

- A partnership approach
- Legal, accounting and compliance
- Qualified and stable workforce
- Robust quality controls
- CRM initiatives

### Service


- Superior performance standards
- Award winning contact centre
- ISO 9001 accreditation
- 24 hour online access to account details
- Unlimited investment choice

### Solutions

- Innovative service solutions
- Imaging and workflow systems
- Flexible contribution payment methods
- Unitisation and crediting rates
- Transition management experience



We manage complex defined benefit schemes, accumulation plans and retirement income streams.



We are one of  
the industry's  
leading providers  
of superannuation  
administration services.

## How we can help

Pillar has had significant success since expanding into the market outside the public sector in 2001. Our reputation as a capable and reliable administration services provider is growing and we are now the industry's third largest provider of superannuation administration services, currently administering accounts for around 2 million members.

We operate within a multi-scheme, multi-employer environment. Pillar is one of few large administrators able to manage defined benefit, accumulation, allocated pension and eligible rollover funds.

### **Superior service**

Our objective is to provide client satisfaction through excellent administration services. In order to achieve best practice, organisations need to frequently compare themselves against their peers. Regular benchmarking of our services enables us to analyse where we sit in the marketplace.

For each fund, we also agree to a set of performance standards across all aspects of the services to be delivered to ensure the best possible service to trustees, members and employers.

Pillar is both a transaction processor, driven by speed, scale and quality, and a product specialist, committed to superior client service delivered by a highly skilled workforce.

Our staff turnover rate is consistently low. This means we retain highly experienced people. That's good news for us and very good news for our clients.

## **A partnership approach**

We take the time and interest to listen to you so we can better understand your objectives and expectations. We understand that as you grow, we grow.

Each of our 600 staff is dedicated to a specific discipline – Operations, Contact Centre, Compliance, Information Technology and Business Systems, Finance & Accounting, Corporate Services, Human Resources, Document Management, Web Services, and Member Communications. Rather than treat you as just an account, we view you as a partner.

Each of our clients has a dedicated relationship manager to oversee the day-to-day operations of the fund's administration. This person is the primary contact point for all your service needs and will attend regular meetings, including trustee board meetings.

Supporting your client relationship manager is the entire Pillar team of superannuation and administration experts. Typically, we establish a dedicated business unit for responding to the unique service needs of our individual clients.

Rather than treat you as just an account, we view you as a partner.

### **Innovative solutions**

We offer a comprehensive range of services for trustees, members and employers, supported by tailored solutions to make your working day easier. For example, we have built a customised reporting feature for our clients using an extranet facility. This allows them to print reports, check Board minutes and send emails.

### **Competitive cost structure**

Pillar's comprehensive range of services is offered at reasonable rates. Our partnership approach ensures your service needs are met as efficiently as possible within a competitive cost structure.



## Leading-edge technology

Working off administration systems platforms that are extremely robust, scalable and flexible means Pillar can support the long-term plans of your business.

In a deadline-driven service environment, our systems deliver long-term strategic solutions that work. Outstanding features include daily unitisation, investment switching via the internet and an unlimited number of investment choices.

Imaging and workflow software, together with the latest contact centre technology, allows us to maintain optimum service levels and administrative support for our clients.

It's one thing to promise the best administration system, quite another to deliver it. Pillar maintains a number of key business alliances with leading IT organisations to ensure we deliver on our promises.

The changing superannuation environment demands that we translate rules and absorb change quickly and effectively. Pillar's strong business alliances enable us to undertake changes in a reasonable timeframe with a minimum of fuss.



Our systems offer significant capacity and flexibility, enabling us to grow as your business grows.



Pillar's systems are built to handle high volume processing and provide unparalleled scalability and flexibility in both network and internet usage.

## **Business systems**

Pillar's systems are built to handle high volume processing and provide unparalleled scalability and flexibility in both network and internet usage.

Our systems provide defined benefits and defined contributions capability with support for a wide range of superannuation and investment products, including personal super, master trusts, employer super, corporate super, eligible rollover funds and pensions.

## **Employer services**

We provide e-commerce business solutions to enable employers to interact with Pillar easily and efficiently.

In transacting with tens of thousands of employers across Australia, we need flexible approaches to accommodate a range of contribution payments.

The range of contribution methods we offer employers includes:

- Optical Character Recognition
- On-line
- Payroll interface
- Data transformation
- BPay
- Post BillPay at the client's discretion.

## **Online skills**

Our highly experienced in-house internet skills enable us to develop and manage our own, as well as our clients' websites. We can take on the day-to-day management of your web site, including content and design updates and provide trustee, member and employer support as required.

## National Service Centre

We employ over 600 people across different divisions and service lines. Around 550 of our people are located at our National Service Centre in Wollongong. The remaining 50 or so people, mostly corporate, finance, marketing and member communications, are located in Sydney.

Our National Service Centre has an open, clean and work-friendly design. Staff turnover is very low and Pillar has benefited greatly from the abundance of skilled people in the region. Accordingly, we see our National Service Centre as a major competitive advantage.

Our Contact Centre handles enquiries received via phone, letter, email and fax. From a quality control perspective, all calls are recorded. Calls are reviewed with individual staff for training purposes as part of our ongoing commitment to continuous improvement.

In 2002, our Contact Centre came second in a national competition for call centres on new sites. We have also been acknowledged in recent years by the Australian Teleservices Association with individual members of our staff being named as the NSW (both 2005 and 2006) and National (2006) Teleprofessional of the Year.

Pillar also regularly participates in a benchmarking project run by an independent international firm. The project includes Australian and overseas administrators of defined benefit funds. The funds we manage are rated as being the most complex, yet we are consistently ranked as providing the highest service delivery standard amongst Australian participants, and rank within the top 20 percent internationally.



## Want to know more?

### **Arrange a site visit**

We are happy to arrange a tour for you of our National Service Centre where you can see first-hand how we can help you with administration services.

### **Contact us**

To arrange a site visit or to find out more about the services we can provide, please contact:

#### **Chris Woodward**

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#### **Or visit our website**

[www.pillar.com.au](http://www.pillar.com.au)

A photograph of a man with short, light-colored hair, smiling broadly while holding a mobile phone to his ear. The image is overlaid with a semi-transparent keyboard graphic, suggesting a focus on digital communication or business support. The background of the photo is a blurred document with text.

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your business**



**Pillar Administration**

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