



TOTAL STREAMLINES AND INTEGRATES PENSIONS SYSTEMS INTO SINGLE SOLUTION

THE TOTAL GROUP IN THE UK

CASE STUDY



ExcellerateHRO

The HRO business of EDS & Towers Perrin

Total's pensions management became extremely complex following the company's acquisition of two other energy companies. Total turned to ExcellerateHRO to bring all its pension administration services together under a single provider, simplifying management and reducing costs.

CLIENT PROFILE

www.total.com

In the UK, the Total Group's activities span the entire oil and gas chain from exploration and production in the North Sea to refining and marketing, gas and energy trading, as well as chemicals. Total operates around 850 service stations countrywide. It is also one of the UK's major gas providers and processes just over 20% of the UK's annual natural gas requirements.

Industry: Energy

Headquarters:
London, England

Employees: 6,500

Business Need Addressed:
Productivity

New acquisitions complicated Total's pension administration

As one of the largest oil and gas companies in the UK, Total is always seeking new allies in order to remain competitive. When Total acquired PetroFina and Elf in 1999, it also inherited a complex web of pension administration systems and processes that needed to be harmonised to meet the needs of its expanded workforce.

The merger created a complex pension administration framework that included 30 different benefit programs maintained by seven third-party providers. What's more, the majority of Total UK's HR processes were paper-based, requiring substantial manpower and money to operate.

Total wanted to simplify the situation, reduce costs, and streamline management by eliminating the need for multiple vendors and administrators. So, in 2002, the company teamed up with ExcellerateHRO, relying on ExcellerateHRO's experience and track record for implementing simple, cost-effective solutions.

ExcellerateHRO's flexibility helped ensure a smooth transition

ExcellerateHRO's plan called for a phased implementation over the course of two years to minimize delays and impact to business. In each phase, ExcellerateHRO transferred one of the numerous benefit structures from the third-party vendor to a new unified pension administration solution.

Because of the number of disparate pension administration systems and the shifting of personnel as a result of the mergers, neither Total nor ExcellerateHRO was able to completely predict the scope or complexity of the transition process. To ensure that it could adapt to necessary changes in the project, ExcellerateHRO held regular meetings and status updates with Total's UK Group Pensions Management Team.

AWARD-WINNING PLAN

The Total UK Pension Plan is now so strong that it has received two of the most prestigious awards in the industry: The Financial Times 2008 Trustee Excellence Award for Pension Schemes over £500m and Award for Outstanding Contribution to Pensions Communications. This accomplishment underscores the value of Total's collaborative relationship with ExcellerateHRO.

Services featured

- Pension Plan Administration Services

ExcellerateHRO has supported us through one of the most complex pension plan mergers in the UK market, helping us take 13 separate plans and merge them into one consolidated plan.

Lester Farrant
UK Group Pensions Manager
Total

As the implementation progressed and the complexities of the transition emerged, ExcellerateHRO established a secondary project team to manage the backlog of low priority correspondence and benefit statements, freeing the primary team to focus on transitioning core pension administration services, processes and systems.

Total streamlined pensions management and reduced costs

Lester Farrant, UK Group Pensions Manager for Total, said that ExcellerateHRO "demonstrated their genuine commitment to partnership and high-quality customer service." Because of the flexibility of both ExcellerateHRO and Total, the entire project was completed on schedule, with minimal interruptions in service.

By the end of 2004, ExcellerateHRO had successfully transitioned all of Total's pension administration services including benefits administration, accounting services and pensioner payroll. Now, with a single provider and streamlined pensions management, Total is able to offer improved services to its employees while reducing costs.

Thanks to its relationship with ExcellerateHRO and the success of this project, Total continues to rely on ExcellerateHRO for ongoing projects. These include an extensive Additional Voluntary Contribution rationalisation exercise, pension plan simplification, and massive changes for Total's Marketing and Upstream Business Units. Also, with the sale of Milford Haven Oil Refinery, ExcellerateHRO was called on to process the retirement and benefit details to ensure a satisfactory conclusion to this major project.

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