



CASE STUDY

Transforming IT. Maintaining excellence.

How Railpen has shown that **significant organisational change** doesn't have to come at the expense of service quality.

Railpen delivers pension administration and investment services to the railways pension schemes, **managing around £36bn in assets** on behalf of **more than 350,000 members**.



We're extremely proud to maintain our **4-star Business Led rating** for the fourth year running, as we continue to strengthen and improve our processes.

Gavin Hall

IT Operations Support Manager

The Challenge

The challenge was to integrate the Investment IT Operations team into the IT Service Desk Operations team to ensure IT Operations and Service Delivery provide a streamlined approach with a single entry in to IT to assist our customers with the primary goal of Securing our members future.

What Railpen Achieved

- ✓ Successfully merged Service Desk and Investment Operations
- ✓ Expanded Technology Services Group to 130+ employees
- ✓ Extended ITSM across the wider organisation
- ✓ Continued investment in customer experience

*...while maintaining **4-Star Business-led Service Desk Certification** for the fourth consecutive year.*

Strong results that matter.



100%

of customers surveyed said they would recommend the Service Desk.



100%

of employees surveyed would recommend the organisation.



Consistently high

performance across all assessed areas.



Zero

material weaknesses identified during the audit.