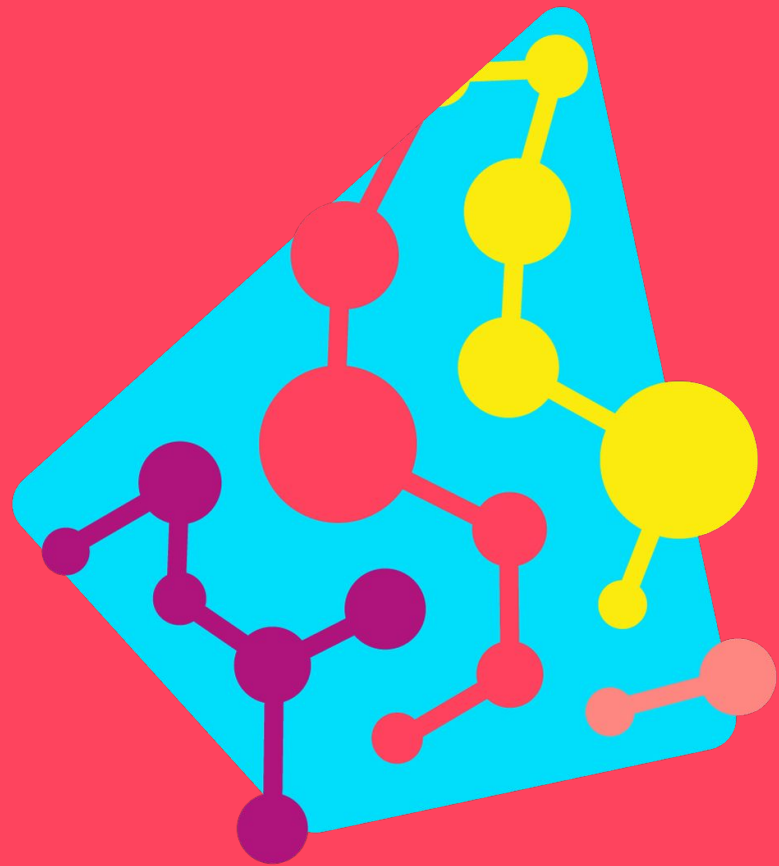# Super:Efficient
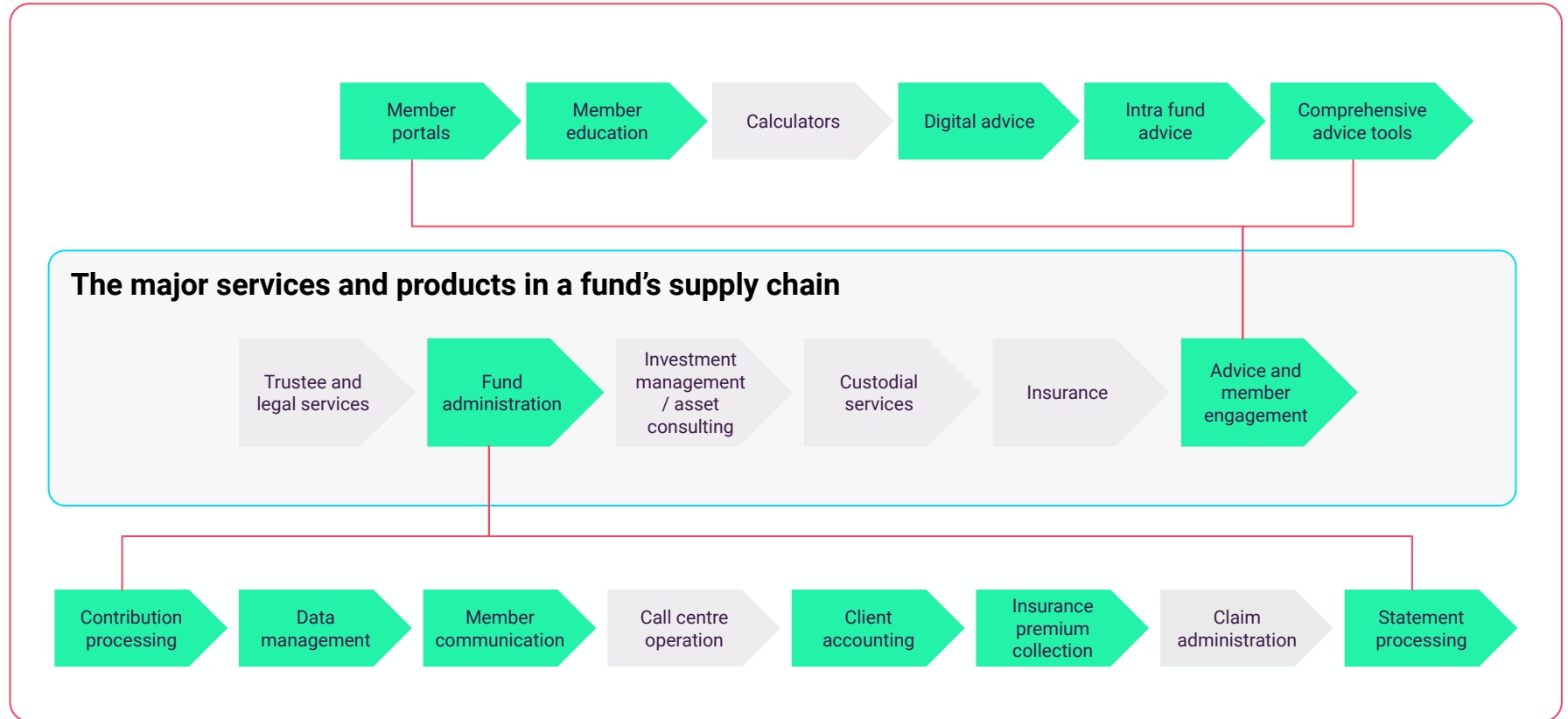
Super Roadmap

Become Super:Efficient with Digital Super Admin, and help provide the right foundation for the future of both your fund and your members.

How Iress can contribute to your fund's supply chain

Member portals → Member education → Calculators → Digital advice → Intra fund advice → Comprehensive advice tools

The major services and products in a fund's supply chain

Trustee and legal services → Fund administration → Investment management / asset consulting → Custodial services → Insurance → Advice and member engagement

Contribution processing → Data management → Member communication → Call centre operation → Client accounting → Insurance premium collection → Claim administration → Statement processing
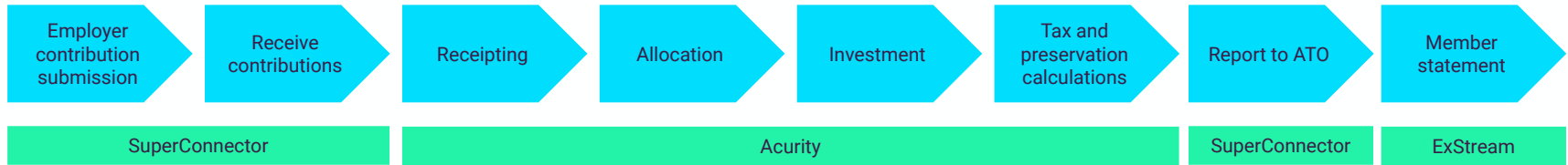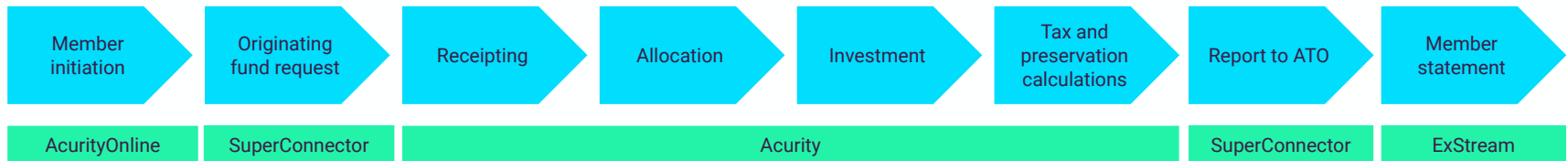
Value chain

We are always focusing on increasing our in-house capability to contribute to more of the value chain in relation to superannuation administration services.
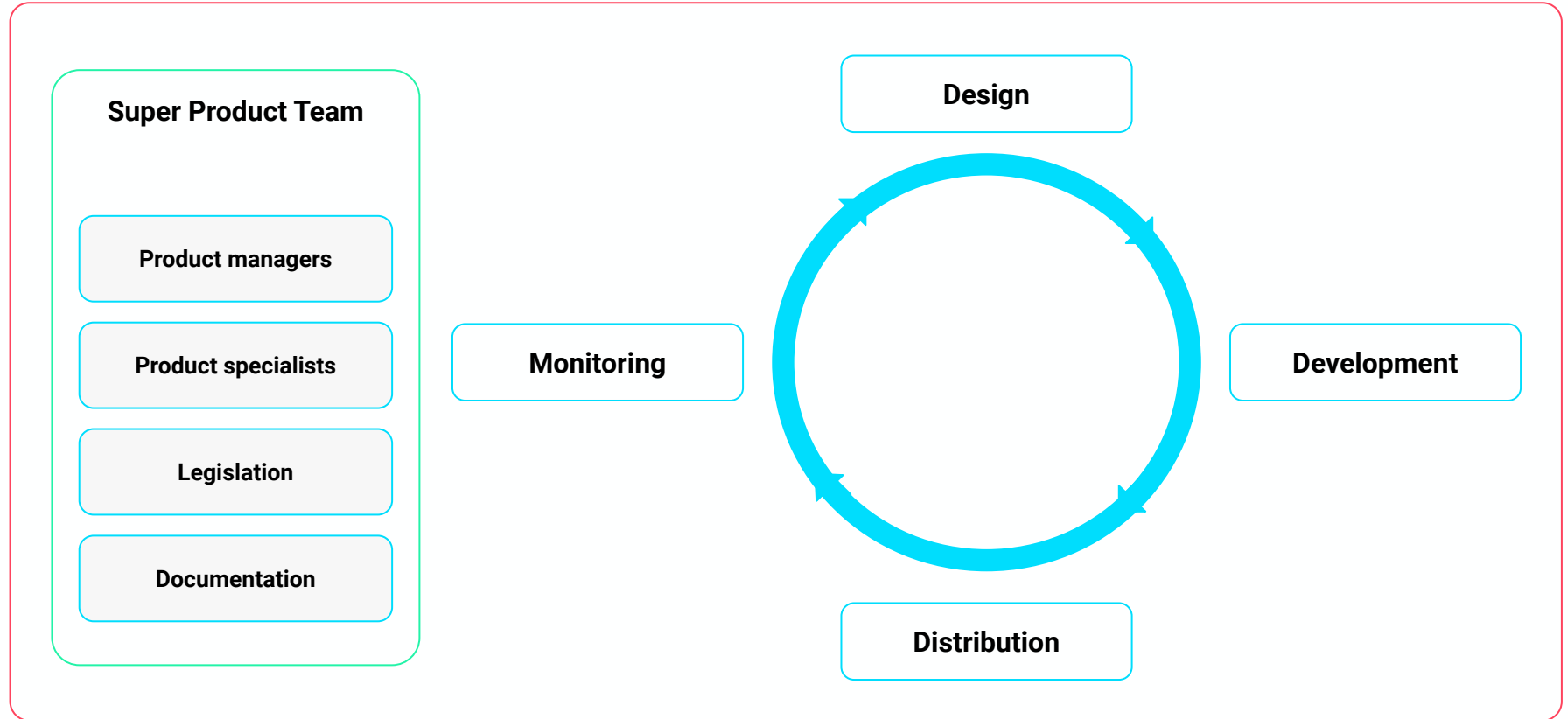
Contributions

| Employer contribution submission | Receive contributions | Receipting | Allocation | Investment | Tax and preservation calculations | Report to ATO | Member statement |

| SuperConnector | | Acurity | | | | SuperConnector | ExStream |

Rollovers

| Member initiation | Originating fund request | Receipting | Allocation | Investment | Tax and preservation calculations | Report to ATO | Member statement |

| AcurityOnline | SuperConnector | Acurity | | | | SuperConnector | ExStream |

Product team and product development at Iress

Super Product Team

Product managers

Product specialists

Legislation

Documentation

Design

Monitoring

Development

Distribution

Powered by Acurity, Digital Super Admin can help automate up to 98% of your admin—potentially halving your required resource base.

Our vision for Acurity

The Iress Super strategy is to challenge the Australian Superannuation market by adopting a digital first approach to super administration. Achieved through building and enhancing product, capability reducing risk via continuous automation and strong migration experience. We strive to help our customers digitally transform the fund to drive efficiencies, reduce cost to serve and enhance member outcomes.

Our goals are:

Iress cloud platform

Provide facilities to host Acurity within the Iress Cloud Platform as a standard service.

Acurity thick client retirement

Continuing the WebUI rollout for back office and administration use cases. This goal will fully retire the need for the thick client Acurity UI.

Scalability, resilience and performance

Continuing to invest in increasing performance and working to remove dependencies on the Windows file system.

Provide open and easy integration

The new REST service layer delivered alongside the Web UI will allow a consistent and rich API for any integration required.

Member portal REST Services

Provide higher level REST APIs to support member based portals and mobile applications.

Increase monitoring support

Continue to add queue management and overall system health checking via standard user interfaces.

Recent product releases

Objectives

Meeting compliance and regulatory requirements

Acurity thick client retirement

Launched Product initiatives

Decoupling title and gender
A members gender and title are now mutually exclusive. Validations and defaults have been removed accordingly

APRA Data transformation
Enduring solution to aid standard implementation of APRA Connect extracts from Acurity.

Downsizer contributions
Reduce the eligibility age for downsizer contributions to 55 (from 60)

Eligibility for non-concessional conts
Extend eligibility age for non-concessional cap bring forward arrangements to 75 from 1 July 2022

Member Payment Disbursement
Allow for pension payments to be disbursed to any number of member nominated deductions and bank accounts

Group Life Treaty support
Ability to define Treaty details associated with Group Life reinsurance contracts, including expense codes

Member Beneficiaries Web UI Form
Member Beneficiary form released as part of enduring admin form conversion to Web UI

Cheque Payment Details Web UI Form
Cheque Payment Details form released as part of enduring admin form conversion to Web UI

User Defined Transaction Web UI Form User Defined Transaction (Transaction 77) released as part of enduring admin form conversion to Web UI

Roadmap

Objectives

Provide open and easy integration

Performance and usability

Product initiatives

Now

Archiving
Core solution to reduce size of Acurity databases.

Address Validation via SaaS
Easy enabling of address validation via a SaaS solution.

Member/Advisor Portal APIs
Standard set of APIs for portals to perform common member based functions. Exposes services that Acurity Online uses as a standard set of APIs.

Tracking ID for REST calls
Tracking ID for Web Service calls to be carried through downstream activity and captured on relevant data and environmental entities to support express end-to-end traceability and auditing.

Next

Data streaming (SaaS only)
Standard approach for streaming "data updates" in a near real-time manner for other systems.

Rollover v3 enduring solution
Enduring solution for any ongoing scenarios that arise from Rv3 implementation.

Performance Improvements
Improvements to posting and journal creation (expected to improve all transactions)

Architect alternative
Introduce a new language as an alternative language to Architect script.

Later

Red Alert Phase 2 Queue Dashboard
View and manage job queues. Removal of quartz for rapid polling tasks such as queues and file processing.

Red Alert Phase 3 Process Health Monitoring
View and monitor background process health and receive notifications of issues.

APRA Connect - Phase 2
Increase the granularity of the entire collection, taking advantage of APRA's new Data Collection Solution and enhanced data analytic capabilities

Consumer data rights
Member access to access and transfer their data between service providers.

Acurity in the Iress Cloud

Benefits
- Auto-scaling infrastructure
- Fully automated deployment
- Remove complexity of varied delivery environments
- Reduce demand on clients for specialist knowledge
- Increase our ability to move onto newer technology rapidly and iterate more quickly
- High quality integration points
- ESG considerations

How will this differ from today?
- Web service calls to interact with the registry
- Access to data via APIs or bulk access methods
- Iress Data Platform (IDP): ODS, visualisation tools and more
- Iress hosted

Acurity installation options

On premise Acurity

—

Existing version of Acurity installed on client infrastructure

Currently available for existing clients only, but will be discontinued in the future

SaaS Acurity - Phase 1

—

Existing version of Acurity hosted in the Iress Cloud Platform, using IaC (Infrastructure as Code) and build pipelines. Optionally including managed services.
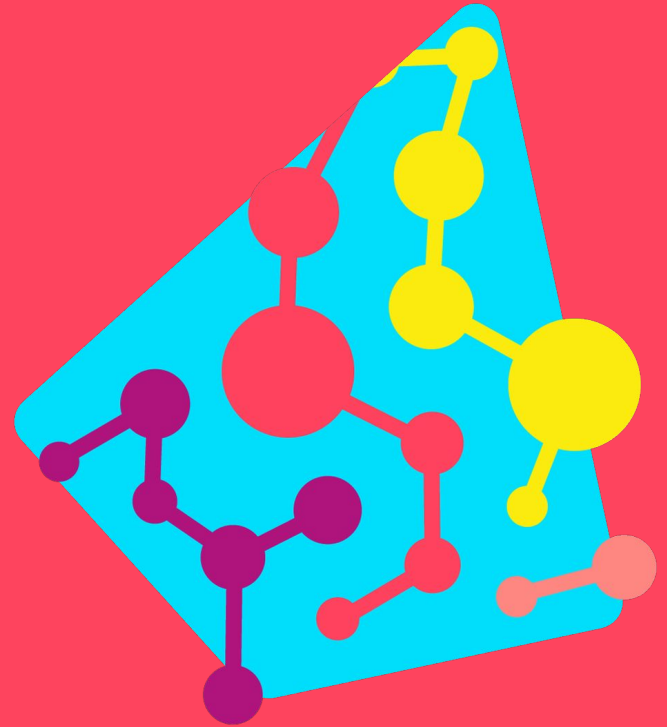
Launching 2023

SaaS Acurity - Phase 2

—

Cloud optimised version of Acurity hosted in the Iress Cloud Platform. Optionally including managed services.

Development work underway

Acurity Online

Acurity Online delivers the experience you want, and helps transform your adviser and member engagement.

Our vision for Acurity Online

To digitally transform super funds to have a secure, engaging, and low maintenance front-end portal that empowers members to manage their own finances, and drive engagement and loyalty with their super fund's brand. We aim to reduce the effort and costs of back-end administration by offering a straight-through processing solution.

Our goals are:

Automation

Continue the development of straight through self-service activities.

Digital verification

Incorporate identify verification and electronic signature solutions where possible.

Secure

Increase security around access from devices, improved multi-factor solution support.

Usage analytics

Out of the box support for analytics on user activity. See who, what, where and when users are interacting with the system.

Engagement

Increase member engagement via digital technology and product features that provide ongoing value driving return visits from satisfied members.

Data driven CMS

Content management powered by Acurity data and conditional logic to support member segmentation and smart content

Recent product releases

Objectives

Performance, usability and member engagement

Security enhancements

Automation of member initiated transactions

Product initiatives

User Security Maintenance
Manager permissions of native mobile app and view login history and password change activity.

Future dated Defined Benefit Projections
Leverage Acurity's Defined Benefit logic to project future dated quotes balances.

Additional Dashboard Items
Enhancements to the member dashboard, which can now include income stream details such as next payment details, investment summaries and contribution summaries in additional to existing details.

Member join choose investments
Allow members to select investment mix as part of the joining process

Amazon (AWS) SMS provider
Support to use AWS SMS facility.

Indicative Retirement Date
Capture a member's planned retirement date.

Super to Pension Application
Consolidate multiple accounts into an income stream. Includes support for Defined Benefit accounts.

Contact Us Form
Capture a user's question, along with multiple document uploads and creates an workflow item.

Address Validation via SaaS
Enhancement to Acurity Online to support a SaaS based address lookup. Avoids having to install and maintain address systems locally.

Roadmap

Objectives

Performance, usability and member engagement

Security enhancements

Automation of member initiated transactions

Product initiatives

Now

Native Mobile app enhancements
- In app review
- Deep linking to pages in native app
- Google Analytics 4 support
- Biometrics reminders
- 2FA at registration

Online Pension Join
Allow a new entrant to open a retirement income stream product. Process will create a pending account to consolidate transfers, and support self-service activation of the income stream, subject to online Identity Verification.

Member correspondence management
Ability to track correspondence as Read/Unread and Mark all as Read in Correspondence.

Next

Native Mobile App Enhancements - 2
Convert a number of common standard Acurity Online screens to native mobile screens, including:
 - Personal details
 - Additional dashboard items
        - Next pension payment
        - Last contribution
        - Insurance details
- Statements and Correspondence.

Later

Native Mobile App Enhancements - 3
Further native mobile app screens. Currently the plan is for:
 - Income Stream Details
 - Beneficiaries
 - Additional dashboard items

Pension Conversions and Top Ups
Self service support for topping up pensions and transferring a pension back to an accumulation account.

Independent Authenticator Integration
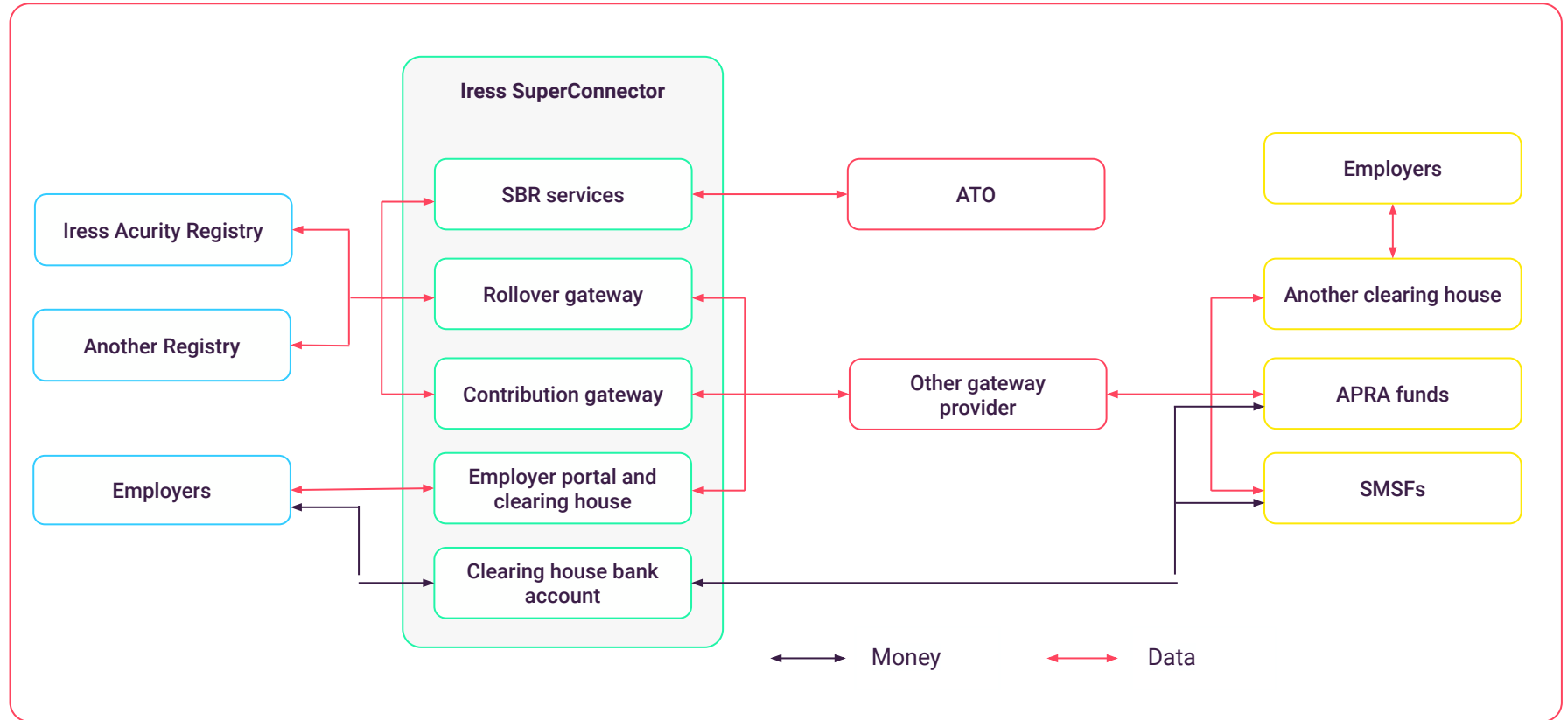Introduce independent authenticator as login and 2FA option. Helps avoid email / SMS dependency.

Iress SuperConnector is a single system for seamless, secure, and compliant digital transmission of data between your fund, the ATO, other funds, and employers.

SuperConnector

Iress SuperConnector

- SBR services
- Rollover gateway
- Contribution gateway
- Employer portal and clearing house
- Clearing house bank account

Iress Acurity Registry

Another Registry

Employers

ATO

Other gateway provider

Employers

Another clearing house

APRA funds

SMSFs

Money

Data

"The feedback we've received from employers using the new SuperConnector service has been nothing short of incredible - with one employer going so far as to say they are 'amazed' at the improvement in efficiency."

Greg Everett, General Manager - Guild Trustee Services

Our vision for SuperConnector

SuperStream messaging for funds, employees and clients. Efficient. Simple.

Our goals are:

It just works

Easy to enable, out of the box integration with Acurity.

Increased Automation

Less manual administration effort due to higher level of data quality leading to increased matching rates.

Integrated DB Fund support

Enabled via deep integration with Acurity registry for DB related data.

It is easy to use

It is intuitive and requires little effort to get started,

Global Acurity parameter updates

Global update of Acurity parameters for items such as tax tables, FVS data, CPI, stamp duty rates, postcodes and BSB's

Recent product releases

Provide of employer quality of life enhancements to solve common data quality issues with contributions payments

Deep registry integration to support employer facing Defined Benefit obligations with the ability to manage salary history, service fractions, onboarding and cessation activities

Launched Product initiatives

Enhanced transaction listing
Improved financial transaction reporting

Improved employer support tools
Co-browsing support for support staff to assist employers

Alerts
System related alerts can be viewed and actioned within an Alerts dashboard

Communication preferences
Users can select how they receive alerts (email, SMS or via the alerts dashboard)

Roadmap

Objectives

Provide of employer quality of life enhancements to solve common data quality issues with contributions payments

Deep registry integration to support employer facing Defined Benefit obligations with the ability to manage salary history, service fractions, onboarding and cessation activities

Comply with legislative obligations

Product initiatives

Now

Enhanced DB file mapping
Support for additional custom DB fields in file uploads

Analytics Phase 1
Insights and analytics visualisation for employers

UX improvements for payments
Improved batch management

Next

DB deep integration with Acurity
Member data validation using Acurity registry

DB member maintenance
Initiate member level activities e.g. member onboarding, cessations

Analytics Phase 2
Additional insights and analytics visualisation for employers

Later

SuperStream v3
Support for updated SuperStream messages for
- Rollover gateway
- Contribution gateway
- Clearing house

Summary

Become Super:Efficient with Digital Super Admin, and help provide the right foundation for the future of both your fund and your members.

- Acurity can help automate up to 98% of your admin—potentially halving your required resource base

- Acurity Online delivers the experience you want, and helps transform your adviser and member engagement

- Iress SuperConnector for seamless, secure, and compliant digital transmission of data between your fund, the ATO, other funds, and employers

Thank you

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