

## **Proc case has delivered a comprehensive pension administration technology solution for a leading labourers' pension fund in Canada**

### **The Labourers' Pension Fund of Central and Eastern Canada**

Client since February 2002  
Location: Toronto, Ontario, Canada  
Industry: Pension/Benefit



### **Client Overview**

The Labourers' Pension Fund of Central and Eastern Canada (LPF) is a Multi-Employer Pension Plan, established on February 23, 1972 to provide pension benefits for employees working in the construction industry, who are covered by Collective Agreements between employers and the Union, and agreements between employers and the Board of Trustees.

### **Client Objectives**

In 2002 the Labourers' Pension Fund made a strategic decision to replace their legacy pension administration application with a custom application, specific to their future needs and built to last. They needed a business partner with an understanding of pension administration and the ability to deliver successful projects. Proc case Consulting was selected in a competitive bid process as the best fit for LPF.

### **Proc case Contribution**

Proc case Consulting worked closely with the LPF staff to develop business requirements, design and develop the new application. Proc case integrated input from end users, unions and LPF management in order to build an application that meets all current needs, and allows for future expansion. The LPF Pension administration application was successfully launched in 2004.

The relationship between LPF and Proc case grew over time, and a long term support contract was signed in which Proc case is responsible for the operation and support of all LPF information systems. Proc case has delivered application enhancements, upgraded production and support platforms, in addition to ongoing support. Proc case has also delivered a fully interactive web site [www.lpfcec.org](http://www.lpfcec.org) which provides useful information and enhances services to all of LPF's users, management and pension plan members.

The applications expertise and services delivered by Proc case has enabled LPF to enhance their systems and services to their plan members while improving business processes and cutting operational costs.

### **Technology**

Oracle 10g application server and database, Oracle Forms and Reports, Windows operating system

### **Results**

Collaboration between the Labourers' Pension Fund and Proc case Consulting has led to the successful attainment of LPF's objectives. In 2004, their new Pension administration application was successfully launched, followed by the successful launch of a new web site in the following year. The LPF is now equipped with a robust and enduring pension administration system, designed specifically for their needs. They have also reduced operating costs, and improved productivity and response time for its members. LPF has also fostered a long-term relationship with a trusted partner with a proven ability to deliver excellent results.