

## CASE STUDY

# Key elements for flawless execution of large-scale SFTs

QMV's approach to super fund transitions is to minimise complexity, risk and cost without sacrificing execution and success



## CHALLENGE

As the Successor Fund Transfer (SFT) partner of choice, QMV was engaged to advise and assist with a large-scale data migration that is involved when an SFT occurs.

This included member, employer and trustee data – including approx. 130k active member accounts, the contact centre function, management and resolution of existing complaints and incidents before the transition was to occur.

QMV also provided management and delivery oversight of functionality built and delivered by external software vendor for the registry platform.

Post the SFT transition, QMV were asked to assist with the migration of all historical member data since the inception of the transitioning fund – including additional approx. 530k exited accounts – total scope of approx. 660k members.



## SOLUTION

QMV deployed a team of subject matter experts (SMEs) with decades of experience in data migration, project management and transition management.

To cope with the constantly evolving data requirements and scope of this project, QMV partnered with all parties involved to develop and implement an iterative approach to data drops on a fortnightly basis, whilst establishing a robust feedback process post each data drop.

This approach not only improved the quality of the data that was migrated but also reduced the scope of the subsequent historical data migration to approx. 4 months compared to the 365+ days that the transitioning fund was quoted by another provider.

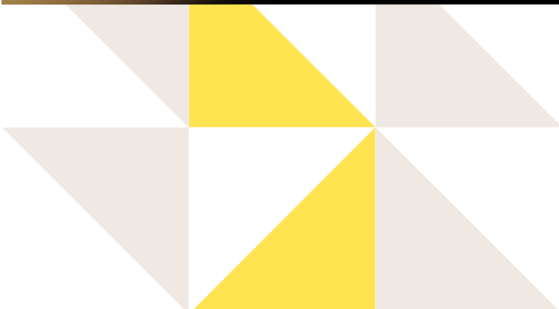
## AT A GLANCE

### CHALLENGES

- Insurance data remediation
- Evolving data requirements
- Historical data migration of 660k members
- Oversee delivery of work done by the registry platform vendor

### SOLUTIONS

- Data cleanse before project kick off
- Iterative data migration approach with a robust feedback process
- SMEs with experience



## RESULT

Along with QMV's team of SME's, the transitioning fund implemented Investigate DQ software to remediate and streamline all member insurance data. Having clean insurance data from the start; one of most crucial elements of member data during an SFT.

Driven by the iterative data drop approach, the project team did over ten full data drops throughout the course of the project, including three end to end full production data drops and live runs.

This helped to minimise the blackout period for members, which was a huge benefit as continuity of service was maintained with minimal disruption.

QMV delivered the project ahead of schedule, with zero incidents on the non-financial data and a negligible discrepancy on the financial data (circa \$7b FUM).

Once again QMV's team were able to prove that the right consulting partner along with the right approach and expertise is key to a successful SFT transition.

## TESTIMONIAL

"LUCRF engaged QMV to assist them with defining and executing the data migration for their SFT transition, including the historical data for Member and Employer data dating back to the fund's inception.

The QMV Team's drive to deliver outstanding outcomes combined with their subject matter expertise in transitions, data migrations and superannuation platforms made them the ideal partner of choice for this project".

### CARL MICHAEL

Executive in charge - LUCRF Pty Ltd