

Supporting Pension Clients with Efficient Self-Service Options

How the BC Pension Corporation leverages Liferay as a modern one-stop website

Summary

As one of the largest professional pension services providers in Canada, the BC Pension Corporation uses Liferay to power a modern web experience for customers to manage their account information and access self-service features.

A recent upgrade to Liferay DXP has given the BC Pension Corporation the ability to stay current and implement additional features and functionality.

bcpensioncorp.ca

In Brief

INDUSTRY:

Pension Services Provider

COUNTRY/REGION:

Canada

USE CASE:

Public Website/Customer Portal

KEY FEATURES:

Portlets, Hooks, Responsive Design, Themes

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The Liferay platform provides us with a modern portal environment in which to host both our content and self-service applications.

Tonie Calogero, Portal Administrator for the BC Pension Corporation

Challenges

- Finding a new portal vendor since their support was about to expire
- Managing a large user base of more than 200,000
- Protecting sensitive information and data

Results



AN ALL-IN-ONE TOOL

Users can get assistance, support, and quick answers through self-service



EXPANDED DIGITAL REACH

Users are now connected to more of the resources they need online



A SUCCESSFUL UPGRADE

The platform has been upgraded from Liferay 6.2 to Liferay DXP



UPDATED IDENTITY SERVICES

Account information and more self-service applications are securely accessible

Needing a More Digital Direction

The BC Pension Corporation is one of the largest professional pension services providers in Canada, serving one in nine BC citizens with over 560,000 active and retired plan members and more than 1,100 plan employers.

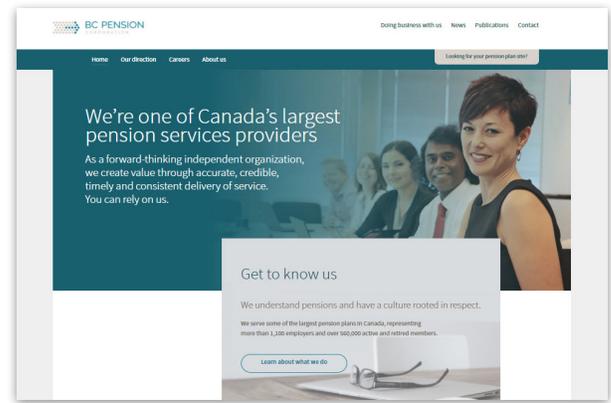
When faced with a portal that was reaching end-of-life support, the BC Pension Corporation went searching for a better, more digital-forward option, eventually choosing Liferay, as Portal Administrator Tonie Calogero explained, because Liferay “aligned with our corporate direction of digitization and expanded services.” In addition, “Liferay provided a stable supported platform with a strong ecosystem that enabled us to transition our applications and content.”

The BC Pension Corporation used Liferay to build a platform that serves as an all-in-one tool for members. Users can go to the platform to access account information and self-service options as well as find valuable tools and resources.

Upgrading for Even Better User Experiences

Recently, the BC Pension Corporation tackled a new challenge for their platform: upgrading to Liferay DXP from Liferay 6.2.

Liferay DXP offers continued support for their platform and extended relevancy, providing even better user experiences through features like more self-service options.



The upgrade took place as a collaboration between the BC Pension Corporation and multiple Liferay teams, including Global Services. The BC Pension Corporation also looked to resources like Liferay University, the ticketing system, and developer documentation for guidance. Calogero said their team felt “that Liferay was a partner in the upgrade process.”

Partnering for the Future

The BC Pension Corporation plans to implement more Liferay DXP features in the future, such as the newest version of staging for an optimal publication process.

As Calogero said, “The Liferay community, Liferay teams like Liferay Support and Customer Success, and the commitment to quality training materials and videos have given the BC Pension Corporation an optimistic outlook for their future with Liferay technology.”

In the meantime, the BC Pension Corporation’s Liferay-built platform continues to serve their customers with easy and secure access to the right information. For more information on Liferay DXP or upgrading, contact sales@liferay.com.