

# DEFINE YOUR NEW

## VIDEO TRANSCRIPT

It starts by understanding how four shifts are changing pensions.

There's a shift in value as pensions agencies evolve from transaction processors to retirement coaches.

There's a shift in volume as digital self-service changes demand for in-person services.

There's a shift in expectation as agencies focus on delivering outcomes, not just answers, and systems of record become systems of interaction.

And there's a shift in delivery as technical infrastructure moves from on-premise to the cloud so you can be more responsive and nimble.

The task for every pension agency is to determine how each of these shifts define their unique New.

Learn more at [accenture.com/pensions](https://www.accenture.com/pensions)