majesco

CASE STUDY

RETIREMENT & PENSION ADMINISTRATION

Modernized Benefits. Faster Service.

How Majesco helped UFCW & Employers Trust, LLC modernize benefits administration.



Rick Silva
Executive Director, Trust Fund Administrator, UFCW & Employers Trust, LLC

> "With strong Board support, we invested in modernization that improved outcomes and ROI. By streamlining operations and embracing automation, we built a scalable model that serves our staff, employers, and 275K+ members—driven by a commitment to continuous improvement."

UFCW TRUST
Working For Your Benefit

CUSTOMER PROFILE
Established California-based multi-employer benefits administrator

TRANSFORMATION FOCUS
Benefits and pension administration modernization

BUSINESS PRIORITY
Scalable growth

THE CHALLENGE

Paper-based pension processes and legacy systems created inefficiencies.

Limited coordination and governance stalled previous modernization efforts.

Underutilized technology and manual processes created operational silos and limited growth.

THE SOLUTION

After evaluating nine vendors, the Trust selected Majesco to modernize its infrastructure.

Moved to the cloud, centralized benefits administration, and strengthened governance.

Implemented a phased rollout, starting with health and welfare before expanding to pension operations.

Introduced auto-adjudication and digital imaging to reduce manual work.

THE BUSINESS IMPACT

33% greater operational efficiency, expanded benefits, and full ROI.

Faster service: Response times reduced from seven minutes to under 30 seconds.

Scalable solution: Supports more than 275K members with capacity for continued growth.

WHY MAJESCO

A unified solution suite helped the Trust centralize benefits administration, strengthen governance, and modernize operations

IMPLEMENTATION EXPERIENCE

A phased rollout minimized disruption, enabled rapid issue resolution, ' and kept implementation progressing smoothly.

WHY IT MATTERS

With 13 funds live and four more targeted, UFCW is positioned for continued growth. Future priorities include AI, automation, and self-service.

POWERED BY MAJESCO INTELLIGENT V3LOCITY

- Centralized Benefits Administration
- Health & Welfare Benefits
- Pension Administration
- Auto-Adjudication
- Digital Imaging
- Governance & Compliance

See Majesco Intelligent V3locity in action.

Discover how your team can modernize retirement & pension administration with Majesco.

BOOK A DEMO