



Abacus Success Stories

"We were able to connect eBill easily with partner API."

Samuel Knaus, Project Manager at SwissPension AG

Samuel Knaus, Project Manager at SwissPension AG, explains in an interview why SwissPension relies on the Abacus partner API as a white-label solution for sending eBill.

Samuel Knaus, what features does the SwissPension software offer?

Samuel Knaus: SwissPension is a solution for pension funds. With SwissPension, accounts for insured persons can be technically managed and various processes can be performed. For example, pension funds can invoice contributions to employers, manage entries and exits, create pension certificates and so on. SwissPension also has very broad communication with various external systems such as financial or payroll accounting.

How do insured persons get in touch with SwissPension?

SK: We have the SwissPension Internet web portal, which insured persons and employers of affiliated pension funds can use. The platform is primarily used to exchange various documents. However, insured persons and their employers can also make changes or carry out simulations.

Which target groups is SwissPension aimed at?

SK: Our target groups are pension funds and pension fund managers. Pension funds can be divided into four segments: Company pension funds, small pension funds, public-law pension funds and collective institutions. Our clients' customers are the affiliated employers and the insured persons.

How the document exchange work?

SK: Communication via SwissPension takes place between the pension fund and the employer or between the pension fund and the insured person. Documents such as the pension certificate or tax statement are sent between the pension fund and the insured person. The documents are mainly exchanged via the SwissPension Internet customer portal. Invoices are issued between the pension fund and the employer, particularly in the case of public-law pension funds and collective institutions. Invoices are issued via eBill, via the customer portal or by post.

You use the white-label solution from Abacus to send eBill.

How exactly does the process work?

SK: Before the introduction of eBill, we had to find a way of how and where we could store the desired dispatch method for invoices. The pension fund can specify for each affiliated company whether the invoice should be sent via eBill, via the customer portal or by post. eBill is sent via the Abacus partner API. This is a great advantage for invoice recipients: They receive the invoices in their preferred way.

Does the interface cover all your needs?

SK: Yes, we are very satisfied with eBill dispatch. The invoices are sent as requested. The pricing model is also very attractive for us.

Why did you decide in favour of the solution with Abacus and how did the implementation go?

SK: When we decided to offer eBill, the Abacus partner API was recommended to us. We also looked at other solutions but decided in favour of Abacus. The implementation was very simple, quick and to our complete satisfaction. The process went smoothly.

Can you recommend Abacus to others?

SK: Yes, definitely. We greatly appreciated the support during implementation and the direct contact with Abacus. The search for an optimal solution is uncomplicated and efficient.

FACTS & FIGURES

90

customers place their trust in SwissPension.

750'000

insured persons insured persons are served by SwissPension.



About SwissPension AG

The software manufacturer SwissPension AG integrates all business processes required in pension fund management with its product of the same name. The company, based in Baar and Bern, has flat hierarchies and is organised into three roles: Customer Support, Project Manager and Software Engineer.

About Samuel Knaus

Samuel Knaus has been working as a Project Manager at SwissPension AG since 2007. In his role, he also performs management tasks, has an overall view of current projects and liaises with external partners.

