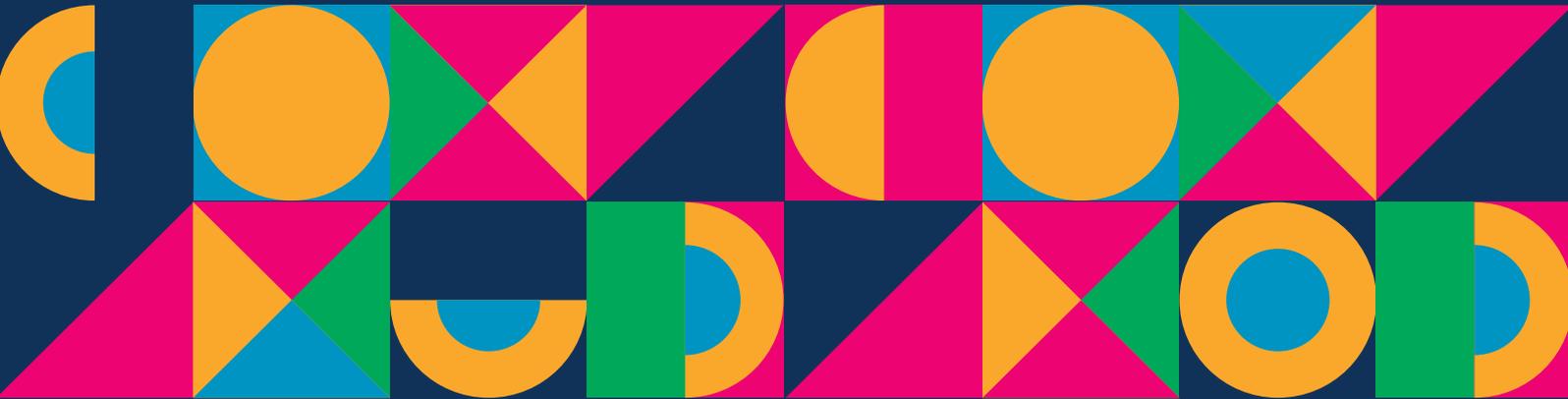Case Study

Improving Data Processing

sportscotland improves its data exchange process and increases operational efficiency through i-Connect

Organisation Profiles

sportscotland

sportscotland is the national agency for sport and the lead agency for the development of sport, investing Scottish Government and National Lottery resources to build a world-class sporting system for everyone in Scotland.

sportscotland's Trust Company operates three national training centres:

- Glenmore Lodge
- Inverclyde
- Cumbrae

These centres provide quality, affordable and appropriate residential and sporting facilities for people to develop in sport.

Heywood Pension Technologies

Heywood Pension Technologies builds modern software solutions for pension schemes, pension administrators and employers to help transform how their members manage their lifelong financial journeys.

Key Figures

0.5%

error rate

50

new starters processed in the first 30 seconds

12'000

events processed successfully

Focus for 2011-15

The **sport**scotland corporate plan 2011-2015 had a clear focus: that the organisation invest time, expertise and funding in developing a world-class sporting system at all levels, by deploying resources and assets as efficiently and effectively as possible.

In terms of it being an effective organisation, for the corporate services division, this meant:

- Delivering priority information management solutions to improve access to information, reporting capacity, efficiency and impact.

- Improving management processes and internal communications to increase organisational integration, responsiveness, effectiveness and efficiency.

- Continuing to improve the processes, systems, facilities and services that are essential to an effective and efficient national agency that adds value to the sports sector.

Improving Data Processing
Key Challenges

One of the greatest operational challenges facing **sport**scotland as it embraced Pension Reform, was how to manage the collation and transfer of data efficiently.

These included:

Submission on paper forms caused a significant overhead in terms of administration effort. **1**	Data submitted electronically was being captured manually. **2**	Existing processes relied on the payroll team identifying changes and submitting the appropriate data to the fund. **3**
Operational risk - had all the required data been submitted, and was it accurate? **4**	Resource was needed to provide all the required data across the year, but especially the year end, which is the busiest time of year for the payroll team. **5**	Methods of data exchange were insecure and there was a risk of compromising personal data. **6**

Improving Data Processing
Solution: i-Connect™

Heywood's award-winning i-Connect™ data exchange solution, designed specifically for employers in the public sector, was the ideal solution for **sport**scotland.

i-Connect:

✓ **Addresses the Pension Reform obligations, minimising risk of fines from The Pensions Regulator (TPR)**

✓ **Automatically identifies changes to the workforce**

✓ **Provides a straight-through process for submitting data**

✓ **Reduces effort and costs in supporting the pension scheme**

✓ **Removes the need for an annual end-of-year return**

✓ **Provides secure transfer of information to the pension scheme**

✓ **Allows for future scheme changes, for example, CARE 2015**

Simplify Employer Duties

Data is taken directly from the payroll system by i-Connect, which then automatically identifies and processes new joiners, opt-outs and leavers, together with financial information and other member data, thus fulfilling record-keeping requirements in the process.

Improving Data Processing
Benefits Delivered

i-Connect was procured and implemented in the first quarter of 2014 when there was a backlog of data for the 2013-2014 year.

The first payroll file was processed in March 2014 and, within 30 minutes, i-Connect had identified and processed nearly 50 new starters and submitted a total of c.1,700 events to the pension fund, thus ensuring **sport**scotland met its data exchange obligations for that year.

To date, 12,000 events have been successfully processed, with an error rate of just 0.5%.

i-Connect has given **sport**scotland the functionality to meet the requirements for Pension Reform.

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Using i-Connect, we have eliminated the annual return and reconciliation process with the pension fund.

Angela Reid
Payroll Manager
sportscotland

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Conclusion

i-Connect improves the flow of data from payroll to pensions, minimising manual intervention in the process and:

- Automatically identifies changes to the workforce

- Provides a simple and efficient process for submitting data

- Helps address Pension Reform obligations

- Meets The Pensions Regulator's code of practice on record-keeping

i-Connect reduces the cost and risk associated with processing pension data by automating the submission of data to your pension scheme.

For more information, contact us on enquiries@heywood.co.uk
or visit our website: https://www.heywood.co.uk