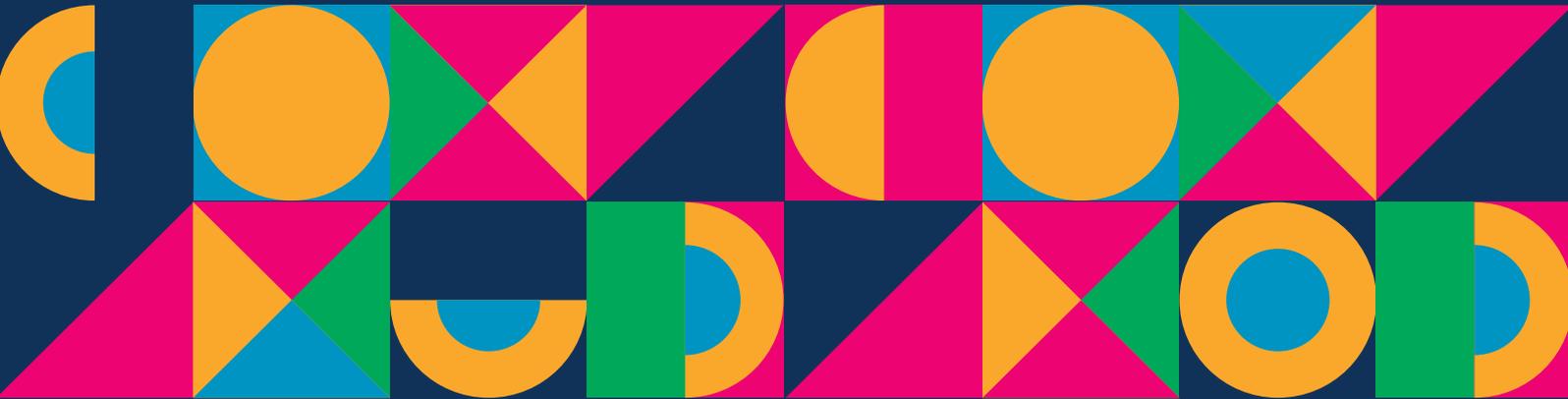


Case Study

A Smooth Transition



Lafarge migrates to Heywood Pension Technologies' platform to improve operational efficiency



A Smooth Transition

Key Figures



85,000

records transferred



Almost 8 million

documents converted



14 users

trained to use Altair



A Smooth Transition

Organisation Profiles



Lafarge

Lafarge is a member of Lafarge Holcim, which is “the leading global construction materials and solutions company”.

They manage 29,000 active, deferred and pensioner members.



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.



The Challenge

Lafarge had been a user of Heywood Pension Technologies' software since 1997, and has been using the AXISE system since 2003.

They wanted to improve their automation capability, their integration with other software products and streamline their workflow to provide their members with a full digital experience.

Lafarge also wanted a newer, faster, more responsive system to help improve their team efficiency and operational processes. They chose Heywood's Altair platform and hosting solution.



A Smooth Transition

The Solution: Altair

Altair is a highly-automated pensions administration software platform specifically designed for local authority and in-house company pension schemes.

It is a flexible browser-based system, providing efficient and cost effective back-office pensions administration and online portals for members and employers.

- Automate individual and complex bulk calculations using Altair's powerful calculations engine.
- Improve efficiency and governance through integrated workflow.
- Deliver easy-to-use digital member self-service tools.
- Allow employers to take control of employee data and contribution processing with an employer digital solution that guides through every step.
- Track progress and targets with comprehensive reporting tools.
- Meet your regulatory commitments with tools that ensure you stay up to date.

Over

80 %

of UK local authorities and many blue chip private companies use Altair to administer their pension scheme.



A Smooth Transition

The Solution: Altair



Best-in-class calculations engine



Easy configuration



Simple documentation tools



Automated workflow



Payroll



Comprehensive management information



A Smooth Transition

The Solution: Hosting

The Hosting services provided by Heywood deliver a highly secure and scalable operating approach. Developed to meet ISO 270001 standards and providing GDPR- 2018 (General Data Protection Regulation), military-grade security and performance, the state-of-the-art data centre ensures customers' peace of mind.

The Hosting service features include:

- Strategy and systems consulting
- Infrastructure and application management
- Application development and maintenance
- IT consulting, architects and testing
- Managed OS service including firewall, load-balancing and anti-virus
- DDOS mitigation
- Active monitoring with performance metrics
- Disaster recovery
- Managed storage and backup service including unified storage and disk-based backup
- Provision of hardware, network and access
- Physical security



A Smooth Transition

The Project

The Altair installation was completed successfully on time, thanks to a dedicated Heywood project manager and team working closely with their Lafarge counterparts throughout the seven-month project.

The project manager and team provided strong project governance, regularly meeting with Lafarge, providing project reports and setting up a project board to provide updates on progress, ensuring any risks and issues throughout the project were raised, documented and solved.

This close working relationship between Heywood and Lafarge led to a successful data conversation and image migration within the project. Payroll was a key aspect of the project and it was imperative that the first payroll run post project would be issue free. Heywood's expertise in Pensioner Payroll implementations enabled a low-risk payroll switch-over and Lafarge's first payroll run completed successfully in August 2017.

Overall the project was completed on time and under budget, with minimal disruption caused to Lafarge's business-as-usual processes.

“

We have used Heywood products for the last 20 years and have always received an excellent service and an excellent product, so our expectations for the project to move to Altair were already high - they did not let us down - well done.

”

Daryl Paine
Pensions Administration Manager
Lafarge



A Smooth Transition

The Benefits



85,000

records



180,000

images



Almost 8 million

documents



A Smooth Transition

The Benefits



Access to modern web browser-based technologies

Lafarge is now able to interface and extract data from Altair easily. In addition, the Altair workflow dashboard and built-in reports allow effortless access to MI within the system.



Access to the latest technological changes

Through continuous improvement and development to the software, Lafarge can now access the latest technological changes. Efficiency has been significantly improved due to the speed of the system, particularly during bulk processing, for example, payroll processing or bulk calculations. The changes in the reporting and document production facilities have provided Lafarge with increased flexibility.



Dedicated in-house hosting support

Lafarge has a very limited internal IT presence. Heywood has, therefore, freed resource time and effort by managing the IT and housing of Altair in-house. Since implementing Hosting with Heywood, Lafarge has been impressed with the support it receives as part of the hosted service, with any queries or concerns quickly resolved by Heywood's Service Desk.

