

Case Study

A timely reporting upgrade

London Borough of Barking & Dagenham



London Borough of Barking & Dagenham
have levelled up their reporting capabilities
with Heywood Insights



Organisation profiles

Barking & Dagenham

London Borough of Barking and Dagenham

London Borough of Barking and Dagenham (the Fund) is part of the National Local Government Pension Scheme (LGPS).

Barking and Dagenham administers the Fund for its own employees, as well as for other employees admitted to the Fund under an admission agreement. The Fund is administered by an in-house team of five and serves over 20,000 members.



Heywood Pension Technologies

Heywood Pension Technologies is a multi-award winning software provider for pension schemes, pension administrators and employers, helping transform how their members manage their lifelong financial journeys.



Accessing data; anytime, anywhere

Heywood Insights

Heywood Insights is a rich and intuitive business intelligence platform that integrates directly with scheme's pensions-related data.

Heywood Insights provides:



Interactive dashboards



Powerful reports to share and explore



Straight forward interrogation of data



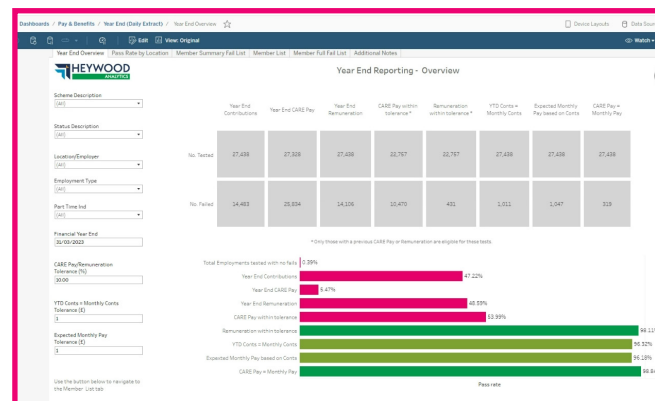
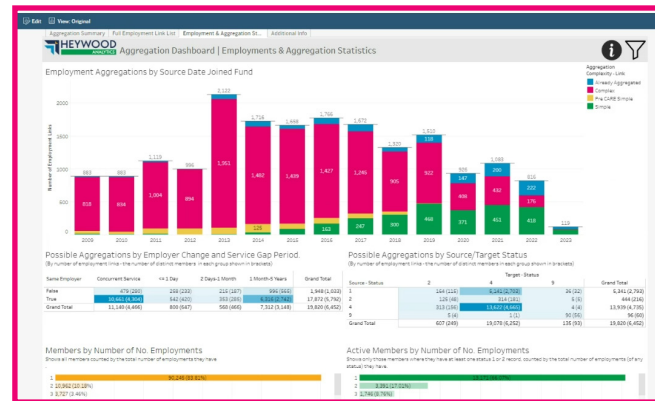
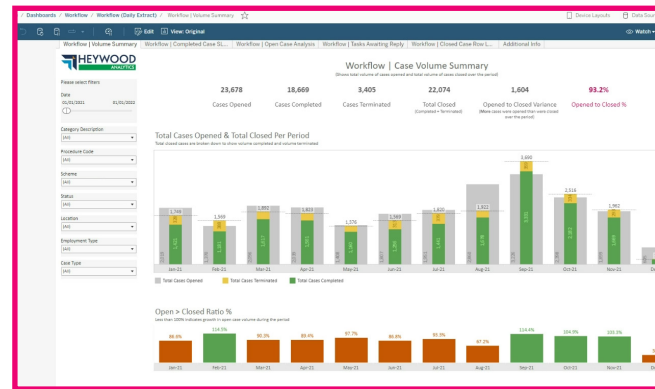
Effortless export of information for analysis



Customisable visual analytics



Automated reports and alerts



Heywood Insights driving enhanced reporting

Overview

As a long-term client of over 20 years, Barking and Dagenham implemented Heywood's pension administration platform Altair in 2014, having used Heywood's legacy system AXISe prior to that.

As a small team Barking & Dagenham's in-house pension team wanted to be able to report quickly and retrieve and present data from Altair with little to no intervention. A key example of this was monthly reporting that would be generated from multiple reports and manipulated to create a single report.

As part of Heywood's regular collaboration and communication with Barking and Dagenham, it was identified that Heywood Insights could significantly enhance Barking and Dagenham's reporting capabilities and save time in a cost-effective manner and as such, a solution was proactively brought to the Fund.

Heywood Insights provided the Fund with an opportunity to expand on their reporting infrastructure whilst also making the preparation of reports into a task that takes minutes rather than hours and provide interactive dashboards to share and explore.



Reducing reporting time from hours to minutes

Our Approach

In a bid to save time and effort, and to deliver an enhanced series of reports to senior management, Heywood Insights was demonstrated to the Fund by a Heywood product expert. Demo sessions were developed with sample data that enabled the Fund to visualise the value of the product and its various reporting spaces.

Fully satisfied that Insights could deliver all reporting requirements and save crucial time in doing so, Barking and Dagenham made the decision to move forward with installation.

As a cloud hosted customer, Barking and Dagenham were already benefiting from Heywood managing Altair's infrastructure. This meant there was limited configuration set-up required, meaning Insights could be rapidly deployed and up and running in a matter of weeks.

As with any new product implementation, Heywood hosted a series of training workshops with the Fund's in-house team, helping them to develop reports and get fully up and running on the platform, followed by a further session once the client had been live for three months to ensure they're getting the most from their Insights solution.



Dramatic reduction in time spent analysing data and producing reports



Rapid deployment to get up and running within weeks



Enhanced reporting capabilities



Automated reporting helps keep stakeholders informed

Barking and Dagenham are fully up and running on Insights, and are benefiting from its intuitive visual reporting tools, helping the Fund to automatically share monthly reports with senior management, replacing a previous manual data manipulation process.

A process that previously took hours can be scheduled to be delivered automatically to the team and management.



The Barking & Dagenham experience

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We recently went live with Heywood Insights having taken the product as delivered by Heywood. The comprehensive training was excellent and ensured that we could begin utilising the product straight away.

We have been able to schedule membership and movement reports that are required by senior management to be emailed automatically each month resulting in time saving for the team as these are no longer needed to be extracted manually.

The Dashboards that come as part of the standard Insights package allow us to run the Data Quality – Common and Scheme specific reports as and when we want to and to subsequently cleanse the data that is identified as a ‘failure’.

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Justine Spring
Pensions Manager
London Borough of Barking & Dagenham



Heywood Insights

Heywood Insights provides powerful data analytics and intuitive, easy to use, visual reporting tools. Interactive dashboards, customisable analytics and automated alerts put you in control of your data.



www.heywood.co.uk

