

Heywood Insights: a case study

From Pilot to Pro

The Civil Aviation Authority Pension Scheme



The Civil Aviation Authority Pension Scheme leverages greater access and insight of their data with Heywood Insights.



Accessing data; anytime, anywhere

Organisation Profiles



The Civil Aviation Authority Pension Scheme

Civil Aviation Authority Pension Scheme (CAAPS) is a corporate pension fund.

Established in 1973, the fund operates as a trust-based occupational pension scheme providing retirement, disability, pension and death benefits to employees of the Civil Aviation Authority and National Air Traffic Services and to their eligible beneficiaries, totalling, c.11,500 members.

The CAAPS purpose and vision is to safeguard scheme assets and through effective financial and operational planning, ensure full and correct payment of members' benefits as they fall due.



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.



Accessing data; anytime, anywhere

Heywood Insights

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



Interactive dashboards



Powerful reports to share and explore



Straightforward interrogation of data



Effortless export of information for analysis



Customisable visual analytics



Automated reports and alerts



Accessing data; anytime, anywhere

The challenge

Pension schemes face increasing regulatory, technological and economic demands, with a requirement to analyse data and produce reports to make informed decisions in the following areas:



Accessing data; anytime, anywhere

Rising workloads

Prior to the commencement of the implementation of Heywood Insights, CAAPS administrators were relied upon to provide information, extracting and manipulating data – a time-consuming and laborious exercise undertaken while handling a rising workload.



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Heywood Insights is a great addition to Heywood's suite of products.

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CAAPS Member Services
Manager



Accessing data; anytime, anywhere

Empowering teams

The additional challenge of a remote/hybrid working environment and multiple locations meant that accessing data anytime, anywhere was a fundamental requirement. Heywood Insights presented CAAPS with an opportunity to empower their team, providing the tools to easily extract data for a variety of purposes from multiple locations and readily present that information.

Heywood Insights' business intelligence capabilities and integration with Altair made for a compelling proposition. CAAPS became a system pioneer, working in partnership with the Heywood team to test and providing invaluable feedback of the service and functional content.

Within one month, all implementation and training had been completed. With the ability to utilise ready-made dashboards and reports as part of the Heywood Insights toolkit, CAAPS users were quickly able to utilise and realise system benefits during the implementation process, with Heywood consultants on hand post-launch as CAAPS began to develop their own bespoke reports and dashboards.

Following the successful pilot project, Heywood Insights now provides CAAPS with an intuitive, automated solution for accessing, analysing and presenting their pension related data, particularly in the areas of metric analysis and financial benefit information.



Accessing data; anytime, anywhere

The CAAPS Experience

The CAAPS team previously dedicated one day per month solely to the production of data reports for trustees. The use of Heywood Insights to provide this information has now resulted in a significant time saving for this activity alone. Insights has made a huge difference to the time it takes to create the reports; the fund have also further saved time by automating the input.

The customisable report creation tools facilitate CAAPS production of dashboards and data that has been utilised to generate their own bespoke dashboards. Reports have delivered immediate benefits including improving cashflow planning associated with member transfer payments.

CAAPS can now easily make data driven decisions and address all analysis and reporting requirements through a single set of pre-built dashboards and reports, available via scheduled outputs or on-demand.

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Insights is a powerful tool and can be used in various ways to present or validate data. The automation of what were previously manual and time consuming tasks with interventions and data manipulation has reduced process risk. We continue to realise benefits and embed in our business as usual processes and are increasingly aware of the as yet untapped potential for further efficiencies.

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CAAPS Member Services Manager

Accessing data; anytime, anywhere

Insightful benefits

A rich and intuitive experience, Heywood Insights provides interactive dashboards alongside powerful reports to share and explore.



Pinpoint data in seconds - anytime, anywhere



Access data previously unavailable



Make better-informed and evidence-based decisions



Enhance performance and compliance against KPIs and SLAs



Reduce time spent analysing data and producing reports



Less time devoted to preparing regulatory submissions and Trustee reports



Demonstrable increase in data quality scores



Improved efficiencies in case management processing through trend analysis

