Aquila Heywood

# Data Exchange Automation

for both Employer and Pension Fund

Case Study

Big savings delivered for both **The Royal Borough of Windsor and Maidenhead** and **Berkshire Pension Fund**

# Data Exchange Automation
# Key Figures

**12,900**

member updates automated in first three months

**3,000**

employees across 15 payrolls pay and contribution values uploaded

**76%**

reduction in number of reports payroll team produces

**0.5 days**

per month of effort ,compared to 12 days before implementation

# Data Exchange Automation
## The Challenge

In a strategic review of its processes, the **Royal Borough of Windsor and Maidenhead** identified that, while its systems have become automated over the years, its payroll data transfer activities were still an extremely manual process, amounting to an estimated 12 days of effort each month.

Similarly, the **Royal County of Berkshire Pension Fund** struggled to update member data efficiently. This affected the delivery of a quality service, due to difficulties in obtaining timely and accurate data submissions from employers.

# Data Exchange Automation
# The Method

The Royal Borough of Windsor and Maidenhead (RBWM) is the administering authority of Berkshire Pension Fund, a large pension fund administered by a small team, with an administrator-to-scheme member ratio of 1:4,673.

Although the RBWM and the Pension Fund were facing different challenges;  automation of payroll processes, and improvements to administration efficiency; the solution was the same for both: an automated Data Exchange portal.

i-Connect™ from Aquila Heywood was chosen to solve both of these challenges.

*" The Royal Borough of Windsor and Maidenhead identified a need to reduce the amount of time its payroll administrators spent on pension administration, while still providing all the data the Pension Fund needs to fulfil its duty as an employer of the LGPS. "*

*" The Berkshire Pension Fund highlighted that a regular, electronic transfer of pension data would be essential for future efficient pension administration, increasing quality of data held and reducing the number of errors and queries. "*

**Steve Lyon,**
*Technical Analysis for the Royal County of Berkshire Pension Fund*

# Data Exchange Automation
# The Solution: i-Connect™

i-Connect **is an automated data exchange portal that provides benefits to both Pension Funds and their employers:**

Reduces both effort and costs in supporting the Pension Fund's administration team

Helps address Pension Reform obligations

Removes the annual end-of-year return

Provides a simple, secure and efficient process for transferring and submitting data to a pension administration system

Allows for future scheme changes

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

Identifies changes to the workforce automatically

Automates the creation of tasks and pension records

It reduces the cost and risk associated with processing pension data by automating the submission of data to pension schemes. i-Connect improves the flow of data from payroll to pensions, minimising the need for manual intervention.

" *i-Connect allows the Pension Fund to automate a number of our procedures, reducing administration time, while the regular and secure transfer of data has dramatically improved quality.* "

**Steve Lyon,**
*Technical Analysis for the Royal County of Berkshire Pension Fund*

# Data Exchange Automation
# The Implementation

Working in close collaboration with the Pension Fund's administration team and i-Connect teams, the RBWM payroll team tested its i-Connect solution in the final quarter of 2015 and went live in February 2016 with 15 employers.

After uploading its data file onto i-Connect, the RBWM completed its end-of-year return to the Pension Fund in March. This was in contrast to its previous end-of-year returns, which usually ran into July and generated hundreds of queries.

The Pension Fund's end-of-year return was also completed in March. In previous years, the end-of-year return usually generated an average of 1,000 queries, which required investigation.

In the first three months, a total of 12,900 member updates have been automated, in addition to the monthly uploads of pay and contributions values for circa 3,000 employees across 15 payrolls.
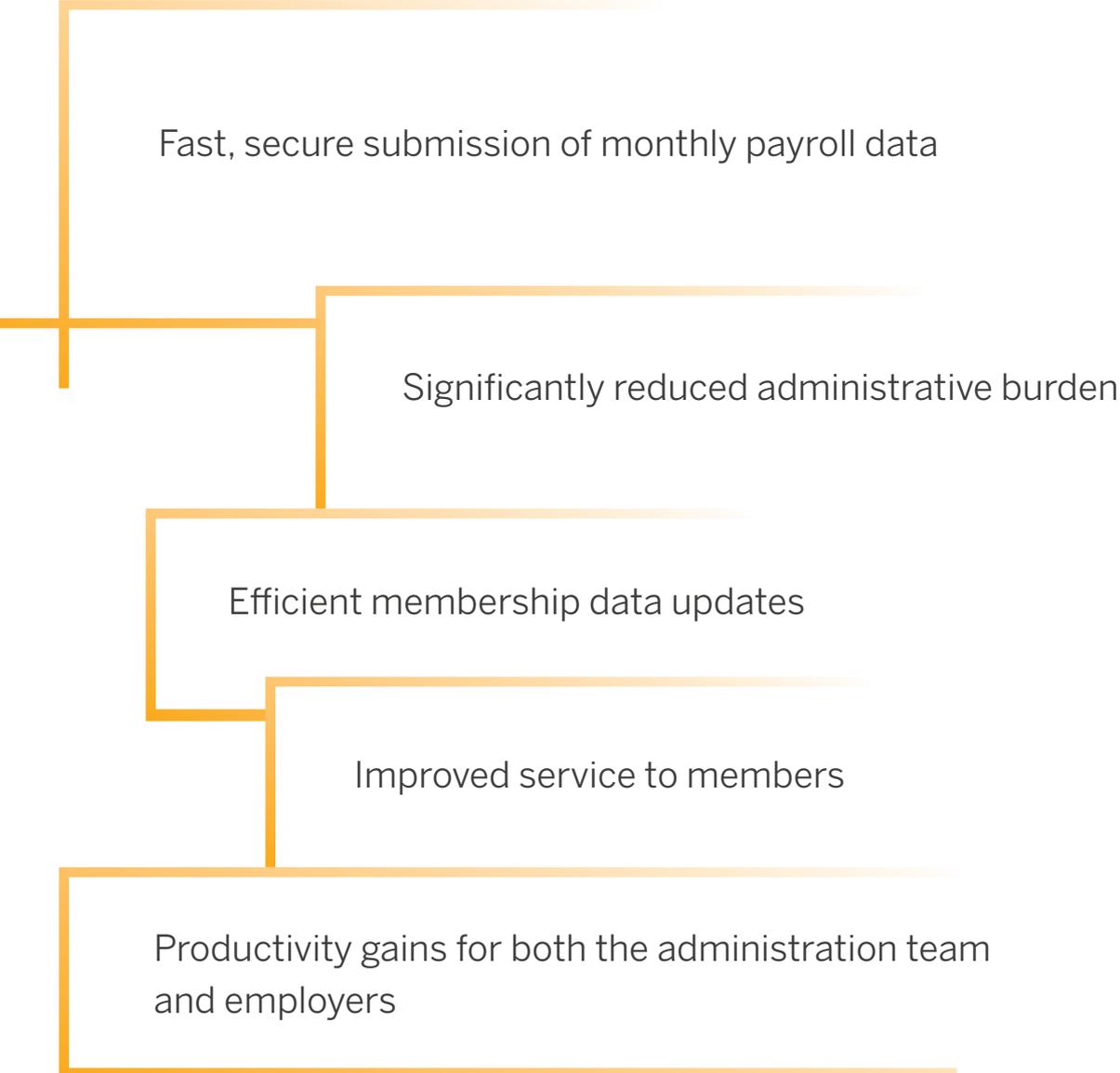
*" We are still monitoring the results; however, the pilot has proven successful with a further four of our employers, amounting to a further 9,000-plus pension records, now looking to adopt i-Connect in the next year. "*

**Steve Lyon,**
*Technical Analysis for the Royal County of Berkshire Pension Fund*

# Data Exchange Automation
## The Benefits

Fast, secure submission of monthly payroll data

Significantly reduced administrative burden

Efficient membership data updates

Improved service to members

Productivity gains for both the administration team and employers

# Data Exchange Automation
## The Outcome

**1**

### Reports reduced from 735 a year to 180

i-Connect has significantly reduced the number of reports the payroll team now produces, from 735 a year to 180, as well as reducing the number of pension forms that needed to be completed.

**2**

### Increased savings through automation

With the pilot now complete, both the Berkshire Pension Fund and the Royal Borough of Windsor and Maidenhead are looking to build on their success; Berkshire Pension Fund is reaching out to other councils and employers in the fund to increase their savings by automating the Data Exchange process for the employers.

**3**

### Days of effort cut by more than half

The Royal Borough of Windsor and Maidenhead is now implementing the latest i-Connect multi-payroll functionality to decrease its days of effort further, from two days to half a day per month, by combining the 15 payroll files into one submission.

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