



heywood Disaster Recovery lives up to its promise

Background

Unforeseen circumstances can cause serious interruption to the pensions administration function and in particular to pensioner payroll processing where the timely payment of pensions is paramount. *heywood's* Disaster Recovery service ensures that within the contracted timescale, clients have remote access to a copy of their system and data.

In February 2008, one of *heywood's* FTSE100 clients received first hand experience of the value of having a disaster recovery solution from *heywood*, whose IT, application and pensions expertise came to the rescue, ensuring 13,000 pensioners received their monthly pension on the correct day.

On the morning of February 11th, just days before the BACS cut-off date for the payment of pensioners, the client experienced a hardware failure. Despite the prompt arrival of the engineers, the solution was not as quick to find. The need for a spare part at the end of the second day meant the BACS deadline was edging closer, so they chose to invoke the Disaster Recovery service from *heywood*.

Overall business objectives

- Provide a back up system, including payroll, with the minimum break in service
- Restore all data and transactions back onto the live system as soon as possible.

Within 50 minutes of receiving the files, the back up system was live and enabled.

The *heywood* solution

Within minutes of the in-house team deciding to invoke the service the *heywood* technical support team instigated the Disaster Recovery procedures. The vital back up data files were sent via courier to the *heywood* offices and within 50 minutes of receipt, the back up system was live and ready for remote access by the pensions team to update the Pensioner Payroll data, calculate and balance payroll and produce the BACS payment file.

Prior to the arrival of the files, the *heywood* team had already ensured that any necessary preparation work had been done so that as soon as the data arrived, they were able to take swift action. Whilst *heywood* does offer a BACS bureau facility, the client decided to use their own BACS facility, which had been unaffected by the hardware failure. *heywood* also ensured that its own payroll team were on hand to provide any necessary support the pensions team may have required to allow them to execute the payroll with no delay in payment for their pensioners.

Despite the fact that the hardware engineers on site still hadn't resolved the hardware issue, all the pensioners were paid on time.

Next morning, having successfully made all the payments, more staff accessed the *heywood* Disaster Recovery system remotely over the internet to produce a payslip file which was sent to their third party printer. Not only had the pensioners been paid, but they also received their payslips on time, and were not aware of the technical difficulties.



Once the hardware fault had been successfully resolved, all the data from the back up system was migrated back into the live system, ensuring a seamless transition before the end of the week with no loss in service levels or data.

Business Benefits

The *heywood* solution offered a rapid response to the request for Disaster Recovery, surpassing the contracted agreement to have a back up system live within 24 hours, and ensured no drop in service for the client's pensioners.

Client Comment

"The *heywood* team was brilliant; there was no panic, they just got on with the job. They stayed well after hours to help us through this and we paid the pensioners on time. You never realise the value of this service until you're in a situation where you really need it, and I'm glad we had taken up the option - without Disaster Recovery, a lot of pensioners would have been waiting for their money." Systems Manager

About *heywood* Disaster Recovery service

heywood's Disaster Recovery service provides the security of knowing that within a day of notification, a copy of the pensions administration system can be accessed remotely on equipment provided and managed by *heywood*. The service offers far more benefits than a corresponding third party service in that the *heywood* service is managed by experts in both the technical aspects of the delivery and in the pensions application. *heywood* is committed to ensuring that clients are fully supported in the event of a disaster.

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Key features of the service include:

- remote access to core administration service at the *heywood* offices, via a secure internet connection
- regular disaster recovery tests
- option to commence service one day from notification of disaster
- optional payroll service including a BACS bureau
- remote scanning
- optional replacement hardware service
- optional re-installation service

Our Disaster Recovery service provides exceptional benefits with choices dependent on your specific requirements and business needs, offering a swift, expert response, highly competitive costs and ensuring the recovery process is as smooth as possible. The service includes regular tests to ensure the robustness and reliability of the service.

heywood

heywood is part of *aquilaheywood*, the leading supplier of pensions administration software solutions. Our solutions are used to administer pensions for over nine million individuals, across more than 200 commercial and public sector organisations.

heywood implements and supports solutions for in-house company schemes, and public sector schemes including local and central government. *heywood's* software solution for pensions administration, *altair*, continues our tradition of functionally rich, innovative solutions, implemented through rigorous processes that ensure timely and high quality delivery.

For more information on *heywood* or to request a software demonstration, contact: Pat Marchbank, Client Service Director on 0161 613 4226 or email: pat.marchbank@heywood.co.uk