



Imaging functionality enables anytime, anywhere access for all member related documents at ITV

Background

ITV has been a *heywood* client for many years and has benefited from using *AX/Se Image* since 1998. The Pensions Department administers approximately 25,000 members across 11 different schemes.

The business drivers for implementing imaging technology were to:

- save space – the pensions department was located in a terraced house which was bursting at the seams
- facilitate new scheme take-on – in 1998 Granada had taken over Forte and space constraints meant that paper files could not be accommodated without incurring substantial additional annual costs
- save time looking for documents – staff were having to go to different floors to retrieve files, which may or may not have been where they were supposed to be; it is estimated that this accounted for approximately ½ an hour per day for each relevant member of staff which in the case of ITV equated to 25 hours lost each week
- distribution of processing - ITV Pensions is split between London and Preston and paper files were being sent in the post and immediate access to documents was required from both locations
- enable business continuity in the event of a disaster – if the Preston building had gone up in flames ITV Pensions would have lost everything.

Using *AX/Se Image*

ITV went live on *AX/Se Image* in November 1998 following some initial test runs. The project started with staff scanning and indexing the day to day post. Initially ITV management thought that this would be too much for staff to cope with, but the introduction went very smoothly and staff took to the process changes without difficulty.

“I would never like to go back to paper files.”

ITV staff were delighted with the seamless integration between *AX/Se Image* and the core *AX/Se* pensions and payroll database – when accessing a member’s records the documents are all available from the desktop whether scanned in or produced by *AX/Se*.

10 years on there are now no paper based member files in the office, and ITV has 10 years worth of document history in the *AX/Se* member database. Two reception staff scan all of the day’s post and index it to appropriate *AX/Se* Task Management tasks so that it goes straight into the back office ready for processing. Post is kept for one month after receipt and is then shredded. The only paper based documents that are stored are those containing original signatures which are scanned and available through *AX/Se* and then stored offsite for legal reasons.

ITV is currently in the process of gradually converting and scanning 1 million microfiche images onto *AX/Se Image* – this should be complete by the end of 2008. After this time there will be no member related documents held outside the system.

Ultimately the pensions department would like to make some images, such as benefit statements, available for members to view through an internet member self-service facility.



Business Benefits

In addition to fulfilling the original implementation objectives, the introduction of imaging technology has had significant impact for changes to the ITV profile of member schemes. Over the period since its introduction ITV has taken over various companies and has used AX/Se Image to enable these schemes to go straight on to AX/Se with no accompanying paper files and without increasing staff numbers or utilising valuable office space.

In addition, AX/Se Image has also meant that scheme disposal has been effortless, for example, when the Forte scheme was disposed of the pensions department just sent a number of CDs containing the images to the new administrator as opposed to boxes and boxes of paper files.

Whilst the original driver was to save time locating files, a significant consequential advantage is a much improved service to scheme members: instant anytime anywhere access to data enables member queries to be responded to more efficiently.

Client Comment

“We would never go back to paper based filing. With AX/Se Image, documents are instantly available, no matter where the individual staff member is located; this not only saves us time but also enables us to provide a more professional service to our members.”

Christian Wilcox, IT Manager, ITV Pensions Department

About AX/Se Image

AX/Se Image provides for the electronic capture and management of incoming documents, including emails. This, along with the document production facilities in the core AX/Se system, provides scheme administrators with a comprehensive electronic document management system and access to a complete member case file on line.

Efficiency is improved by vastly reducing the time taken to retrieve documentation, ensuring that all member correspondence and associated documents are always accessible from within the AX/Se system whilst reducing the office space required for document storage. AX/Se Image can be used in conjunction with other facilities such as Task Management, ensuring that all correspondence is automatically dealt with consistently according to departmental procedures.

Total security is provided in the event of a disaster, when the restoration of off-site backups will enable the pensions department to restore both data and documents with minimum disruption. This is an essential component of business continuity planning.

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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.