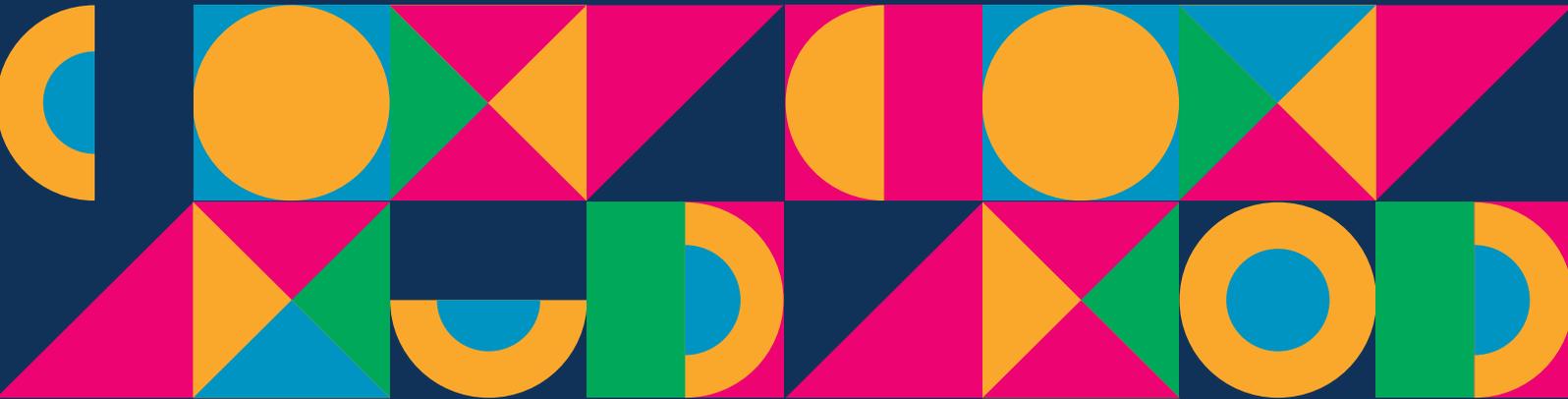


Case Study

Automated Onboarding

Improving Efficiency



XPS Pensions Group collaborates with Heywood Pension Technologies to improve the efficiency of new member data onboarding.



Organisation Profiles



XPS Pensions Group

XPS Pensions Group is one of the UK's largest providers of outsourced professional and support services to local authorities. It also supports other public bodies, including the police and fire and rescue services through long-term strategic transformational partnerships.

The XPS Pensions Unit administers pensions for a range of public sector and selected private sector schemes. XPS administers for over 210,000 Public Sector scheme members right across the country.

XPS administers over half of the Police Pension Schemes in England and Wales.



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.

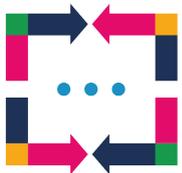


Key Figures



210,000 +

Scheme members administered in total by XPS



4

New Police Schemes onboarded



21,096

Records transferred from new Police Schemes



Automated Onboarding

The Challenge

When onboarding new customers, XPS traditionally added new member records via a complicated internal upload process. This was both costly and time-consuming, as it often involved out-of-hours work. This work also included excessive data checks to ensure that the data had uploaded to the correct fields.

In late 2017, XPS was successful in winning four new Police Schemes. In order to ensure these four new schemes went live in accordance with XPS's contractual requirements, the member data needed to be transferred into Altair™ within a challenging, short timescale.

XPS partnered with Heywood to develop a solution that would allow XPS to upload the member data automatically from each of the four new Police Schemes into XPS's Altair system.



Automated Onboarding

The Project

It was decided that several new interfaces should be created. These would enable XPS to upload the new member data automatically into Altair.

To ensure the challenging timescales of the project were met, XPS and Heywood carried out the project using an Agile method. The first stage involved defining what personalisation needed to be included within the solution. Once this was defined, XPS and Heywood worked in partnership throughout the project, to ensure XPSs requirements were met at every stage of the process. This involved a high degree of collaboration and consultation, especially during the development of the first few interfaces. This meant the solution could be fully tested and adjusted before the development was finalised.

Due to the successful collaborative and Agile approach, the project was completed on time and on budget.

This meant that XPS was able to increase efficiencies and onboard its four new Police Schemes successfully into the Altair system before the Go Live deadlines.

In the future, XPS will be able to apply leverage to this solution when onboarding new clients. This will extend the return on its investment and increase the speed and effectiveness of this part of the onboarding process.

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The proposal put forward by Heywood allowed XPS Pensions Unit to speed up the process of converting member data provided from one system into a format and structure that could be uploaded straight to the Altair system.

This greatly reduced the time required to build the member database and simplified what had become a complex procedure.

Graeme Hall
XPS Pensions Group

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Increased Efficiencies

Introducing an automated solution



The introduction of the automated solution enables XPS to increase efficiencies by saving time and using resources effectively that were previously involved in manual onboarding.

Improved Data Quality

Reducing the risk of incorrect data



XPS's new interface solutions reduce the risk of incorrect data by reducing the potential of errors occurring through the manual data input process.

Increased Cost Savings

Saving money by reducing overtime



The introduction of the new interfaces, and greater automation of the member data upload to Altair, has enabled XPS to save money through the reduction in staff costs, due to reduced overtime.

Successful Onboarding

Onboarding 4 new pension schemes



XPS was able to meet its deadlines and successfully onboard the four new pension schemes. This allowed it to successfully meet its contractual obligations and to provide a first-class service to its customers.

