



Aquila Heywood

A smooth transition

Case Study

Lafarge migrates to **Aquila Heywood's Altair™ Platform** to improve operational efficiency.

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Key Figures



85,000
records transferred



Nearly 8 million
documents converted



14
users trained on Altair™

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Introduction

Lafarge is a member of Lafarge Holcim, which is “the leading global construction materials and solutions company”.

They manage 29,000 active, deferred and pensioner members.

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The Challenge

Lafarge had been a user of Aquila Heywood's software since 1997, and has been using the *AX/Se* system since 2003. They wanted to improve their automation capability, their integration with other software products and streamline their workflow to provide their members with a full digital experience.

Lafarge also wanted a newer, faster, more responsive system to help improve their team efficiency and operational processes. They chose **Aquila Heywood's Altair platform** and hosting solution.

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The Solution: Altair

Altair is a highly-automated pensions administration software platform specifically designed for local authority and in-house company pension schemes.

It is a flexible browser-based system, providing efficient and cost effective back-office pensions administration and online portals for members and employers.

Automate individual and complex bulk calculations using Altair's powerful calculations engine.



Improve efficiency and governance through integrated workflow.



Deliver easy-to-use digital member self-service tools.



Allow employers to take control of employee data and contribution processing with an employer digital solution that guides through every step.



Track progress and targets with comprehensive reporting tools.



Meet your regulatory commitments with tools that ensure you stay up to date.



Over

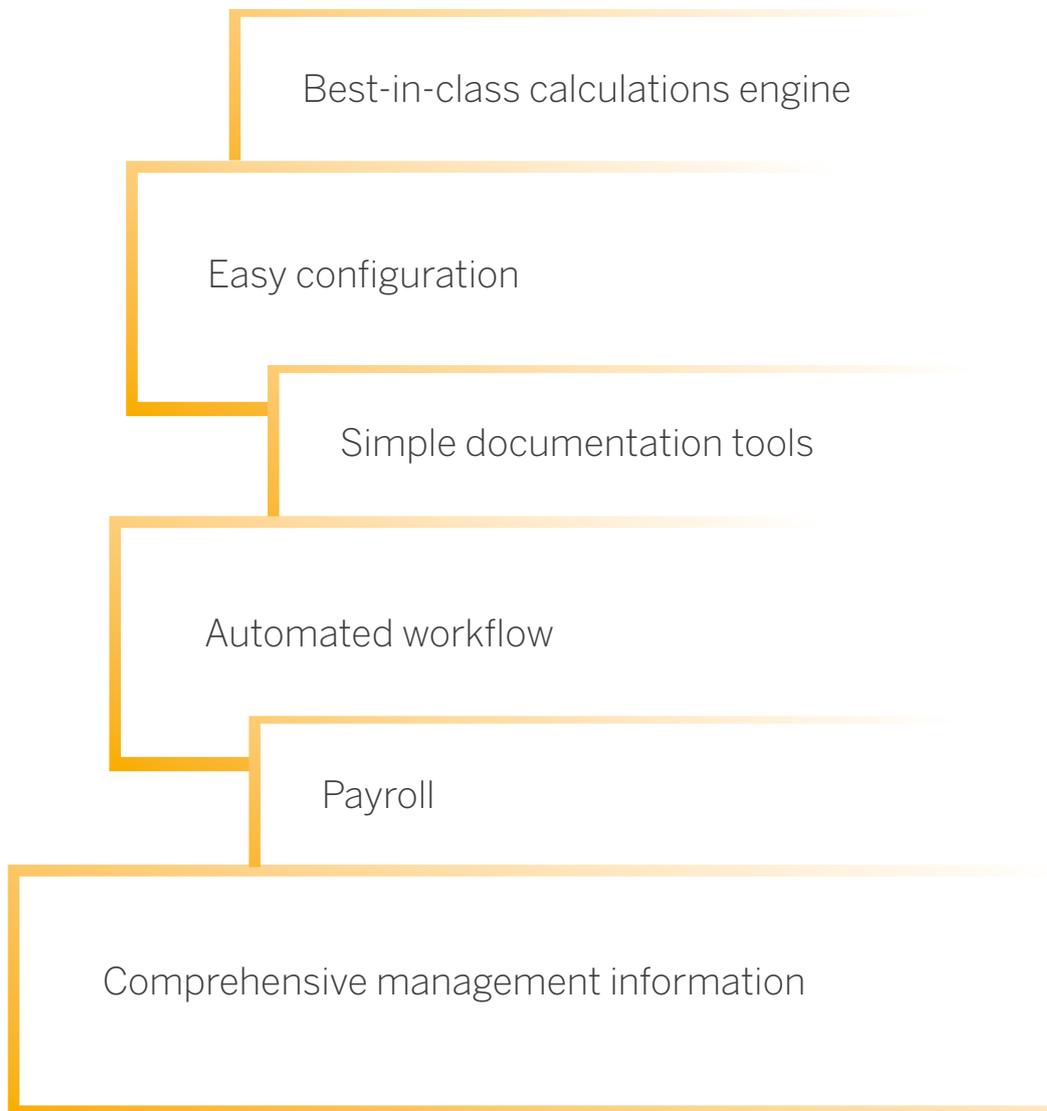
80%

of UK local authorities and many blue chip private companies use Altair to administer their pension scheme.

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The Solution: Altair

Altair features:



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The Solution: Cloud Hosting

The Hosting services provided by Aquila Heywood deliver a highly secure and scalable operating approach.

Developed to meet ISO 270001 standards and providing GDPR-2018 (General Data Protection Regulation), military-grade security and performance, the state-of-the-art data centre ensures customers' peace of mind.

The Hosting service features include:

- Strategy and systems consulting
- Infrastructure and application management
- Application development and maintenance
- IT consulting, architects and testing
- Managed OS service including firewall, load-balancing and anti-virus
- DDOS mitigation
- Active monitoring with performance metrics
- Disaster recovery
- Managed storage and backup service including unified storage and disk-based backup
- Provision of hardware, network and access
- Physical security

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The Project

The Altair installation was completed successfully on time, thanks to a dedicated Aquila Heywood project manager and team working closely with their Lafarge counterparts throughout the seven-month project.

The project manager and team provided strong project governance, regularly meeting with Lafarge, providing project reports and setting up a project board to provide updates on progress, ensuring any risks and issues throughout the project were raised, documented and solved.

This close working relationship between Aquila Heywood and Lafarge led to a successful data conversation and image migration within the project.

Payroll was a key aspect of the project and it was imperative that the first payroll run post project would be issue free. Aquila Heywood's expertise in Pensioner Payroll implementations enabled a low-risk payroll switch-over and Lafarge's first payroll run completed successfully in August 2017.

Overall the project was completed on time and under budget, with minimal disruption caused to Lafarge's business-as-usual processes.

“ We have used Aquila Heywood products for the last 20 years and have always received an excellent service and an excellent product, so our expectations for the project to move to Altair were already high - they did not let us down - well done. ”

Daryl Paine

*Pensions Administration Manager
Lafarge*

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The Benefits

In total:



85,000
records



180,000
images



nearly 8 million
documents

were transferred from AX/Se to Altair.

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The Benefits

In addition, Lafarge received a number of benefits ,including:

1

Access to modern web browser-based technologies

Lafarge is now able to interface and extract data from Altair easily. In addition, the Altair workflow dashboard and built-in reports allow effortless access to MI within the system.

2

Access to the latest technological changes

Through continuous improvement and development to the software, Lafarge can now access the latest technological changes. Efficiency has been significantly improved due to the speed of the system, particularly during bulk processing, for example, payroll processing or bulk calculations. The changes in the reporting and document production facilities have provided Lafarge with increased flexibility.

3

Dedicated in-house hosting support

Lafarge has a very limited internal IT presence. Aquila Heywood has, therefore, freed resource time and effort by managing the IT and housing of Altair in-house. Since implementing Hosting with Aquila Heywood, Lafarge has been impressed with the support it receives as part of the hosted service, with any queries or concerns quickly resolved by Aquila Heywood's Service Desk.

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