



Aquila Heywood

Increasing Member Engagement

Case Study

Fujitsu increases member engagement through new **Self-Service portal**

Increasing Engagement

Key Figures



5%

increase in registered MSS members



38%

increase in members logging onto the MSS portal



66%

increase in tasks carried out by members



30%

increase in member engagement through the MSS Calculations tool

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The Challenge

Fujitsu had been using the first generation version of **Altair™ Member Self-Service (MSS)** for several years.

To ensure Fujitsu continued to provide its members with the digitalised services they expect and to increase its operational efficiencies, Fujitsu approached Aquila Heywood to upgrade its Member Self-Service offering.

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The Solution

Aquila Heywood upgraded Fujitsu's Member Self-Service in two stages. The first stage involved setting up the technical framework within the newly designed MSS architecture. The second stage involved the migration of Fujitsu's existing customised content from the previous version of **Altair MSS**.

The entire project was completed over a three-month period, between May and early August 2016.

“ Aquila Heywood understood our needs and was able to deliver new MSS to our timelines and budget.

”

Simon Wardrobe

Pension Systems Manager

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The Solution: new MSS

Altair Member Self-Service provides direct access for members to access their personalised pension data. All employees, past, present and future, are able to view all the details they need in real time and carry out 'What if...?' modelling on demand without needing to contact their scheme provider. Additional benefits include:

- Online benefits statements provide members with information on demand, while requiring no administration intervention. 
- Personalised Pension documentation and general scheme information can be viewed online, reducing printing and postage overheads. 
- Members can amend their personal details, keeping them current and improving data quality in Altair. 
- Simple online calculations for members are available and continuously updated in line with legislation changes. 
- Electronic Payslip and P60 information can be issued automatically, eliminating the cost of paper documents. 

38%

increase in member logins through new Member Self-Service

“ *Aquila Heywood supported us every step of the way which ensured that configuring, installing and testing new MSS was easy and straightforward.* **”**

Simon Wardrobe

Pension Systems Manager

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The Outcome

Fujitsu is now able to offer its members a modern responsive website that fully supports and meets their expectations and requirements.

Since MSS went live in August, there has been a 5% increase in registered MSS members and a 38% increase in members logging onto the MSS portal. Fujitsu has also seen a 66% increase in tasks carried out by members through MSS and a 30% increase in member engagement through the MSS Calculations tool.

All members who were registered onto Fujitsu's old version of MSS were automatically able to use new MSS without any additional actions needed.

The increased content management tools allow Fujitsu to reduce the overhead costs on maintaining its website and increasing the ease of use. This has led to significant cost and time savings for Fujitsu.

30%

increase in member engagement through the Member Self-Service Calcs tool

““ The new MSS has improved our relationship with our members providing a more tailored, responsive and straightforward engagement and communication channel. ””

Simon Wardrobe
Pension Systems Manager

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The Benefits

Additional benefits from implementing new MSS for Fujitsu include:

1

A customised website experience for members across multiple devices and increased Member Engagement with the company through website integration with Social Media

2

Increased Workflow through integration with the company's existing administration system (Altair)

3

Simple to use content management tools for fast content deployment and greater flexibility in the enhanced 'look and feel' of the website allowing administrators to make changes to the website with no prior HTML knowledge

4

Robust industry standard security

5

A new hosting infrastructure

The success of this project has led to the implementation of a phase 2 element to enhance Fujitsu's MSS offering, which is due for completion in December 2016.

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