Automated onboarding

Kier collaborates with **Aquila Heywood** to improve the efficiency of new member data onboarding.

Automated onboarding
Key Figures

over 210,000
scheme members administered
in total by Kier

4
new Police Schemes onboarded

21,096
records transferred from
new Police Schemes

Automated onboarding
Company overview

Kier 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 Kier Pensions Unit administers pensions for a range of public sector and selected private sector schemes.

Predominantly focusing on the public sector schemes, Kier administers for over 210,000 scheme members right across the country.

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

Automated onboarding
The challenge

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

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

Automated onboarding
The Project

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

To ensure the challenging timescales of the project were met, Kier and Aquila 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, Kier and Aquila Heywood worked in partnership throughout the project, to ensure Kier's 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 Kier 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, Kier 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.

> **"** *The proposal put forward by Aquila Heywood allowed Kier 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
Kier

Improving efficiencies
The Benefits

Kier received a number of benefits from this project, including:

1

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

2

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

3

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

4

Ability to onboard the four new Police Pension Schemes successfully
Kier 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.

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