

## **Fujitsu achieves 66% increase in member engagement**

Fujitsu has significantly increased its member engagement and achieved operational efficiency savings by collaborating with Aquila Heywood to upgrade its Altair™ Member Self-Service offering (MSS).

Members expect a personalised digital journey from their life and pension providers with real-time data updates, simple and straightforward ways to make changes and fast responses to queries.

Fujitsu partnered with Aquila Heywood to upgrade its Member Self-Service portal over a three-month period to ensure Fujitsu continued to provide its members with the digitalised services its customers demand.

This resulted in Fujitsu seeing a 38% increase in members logging onto the MSS portal and a 66% increase in tasks carried out by members through the new Self-Service Portal. Fujitsu also saw a 5% increase in registered MSS members and a 30% increase in usage of the MSS Calculations tool.

The expanded content management tools within Member Self-Service have enabled Fujitsu to reduce its overhead costs of maintaining its website while increasing ease of use. This has led to significant cost and time savings for Fujitsu.

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 the scheme provider. Members can amend their own contact information to keep it current, updating the administration system automatically and improving data accuracy. Pensions and pay documentation can be issued electronically, reducing the overheads and costs associated with printing and postage. The content management capability enables pension providers easily to tailor what members see to meet their needs.

Simon Wardrobe, Pension Systems Manager at Fujitsu, said:

'The new MSS has improved our relationship with our members providing a more tailored, responsive and straightforward engagement and communication channel. Aquila Heywood understood our needs and was able to deliver new MSS to our timelines and budget.'



Mark Lecompte, Director of Customer Relationships at Aquila Heywood, said:

'Providing personalised communications and increasing engagement with members is one of the key challenges for pension scheme administrators. We are delighted that Fujitsu has managed to increase member engagement through our Engagement Solution.'

At Aquila Heywood we strive to deliver data automation and digital solutions for our customers, providing quantifiable cost and time-saving benefits.'

More details can be found in our [case study](#).

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