

Press Release

7 February 2018

Aquila Heywood partners with Lafarge to convert eight million documents and transfers 85,000 records error-free in smooth platform transition

Lafarge (a member of Lafarge Holcim, which is 'the leading global construction materials and solutions company') wanted to improve its service to its 29,000 active, deferred and pensioner members with a full digital experience. Its requirements included strong automation capability, integration with other software products and streamlined workflow. Implementing a newer, faster more responsive system would also help them improve its team efficiency and operational processes.

Lafarge chose Altair™ from Aquila Heywood as its preferred solution. Altair is a highly-automated pensions administration software platform specifically designed for local authority and in-house company pension schemes.

Its flexible browser-based system provides efficient and cost-effective back-office pensions administration and online self-service portals for members and employers.

Over 80% of UK local authorities and many blue-chip private companies use Altair to administer their pension schemes.

The project was completed on time and under budget, with minimal disruption to Lafarge's business-as-usual processes, thanks to a dedicated Aquila Heywood project team working closely with their Lafarge counterparts throughout the seven-month project.

Nearly eight million documents were converted, 85,000 records transferred and 14 users trained in Altair.

This close working relationship between Lafarge and Aquila Heywood, and their expertise in managing successful data conversions and image migration, led to a highly successful outcome. Since moving to Altair, Lafarge has benefited from:

- Access to modern web browser-based technologies for members
- Access to the latest technological updates and changes
- Better automation to improve operational efficiency
- Dedicated in-house hosting support and immediate response to queries
- Reduced time and effort in managing in-house IT and hosting of its software platform



Aquila Heywood

'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

'I am absolutely delighted that the trust and confidence Lafarge showed in choosing to re-contract and migrate to our Altair platform has been justified in completing the implementation and data migration project seamlessly and successfully. Most importantly, Lafarge is already evidencing operational efficiency and member service benefits as required by the Trustees.'

Mark Lecompte, Director | Customer Relationships, Aquila Heywood

-ENDS-

For more information and media enquiries regarding Aquila Heywood, please contact:

Aquila Heywood
Emma Fisher, Marketing Manager
emma.fisher@aquilaheywood.co.uk
Switchboard: 01737 859859, Direct dial: 01737 857078

Aquila Heywood, Aquila House, 35 London Road, REDHILL RH1 1NJ
<https://www.aquilaheywood.co.uk>

Lafarge is a member of Lafarge Holcim, which is 'the leading global construction materials and solutions company'. It manages 29,000 active, deferred and pensioner members.

Aquila Heywood is the largest provider of life, pension and investment platforms in the UK and Ireland and the fifth largest in Europe.

We lead the industry by empowering digital engagement, operational efficiency and creating business value for all our markets.