

# HOW CAPITA HARTSHEAD MAKES PROGRESS



## BUILDING APPLICATIONS THAT RUN THE BUSINESS

As the largest specialist outsourced pensions administrator in the UK, Capita Hartshead administers the pensions of over 3.2 million people and handles more than £2 billion in pension plan contributions every year. It provides flexible services to both defined benefit and defined contribution schemes in both the public and private sector. Capita Hartshead offers tailored pension scheme management and administration services and is responsible for ensuring that nearly 1 million people collect their pensions each month.

Over the last ten years, Capita Hartshead has gained a business advantage in a highly competitive market by building an integrated suite of tailored business applications that share information, improve productivity, streamline workflows, enable integration with third-party applications, and improve customer service.

Capita Hartshead relies on the Progress OpenEdge integrated business application platform as the business-processing engine for managing transactions

## CAPITA HARTSHEAD

### CHALLENGE

*To maintain high standards of customer service in an extremely competitive industry*

### SOLUTION

*Automate pension management, provide superior customer service, and improve productivity*

### BENEFIT

*Despite a 20-plus% increase in database transactions, the Progress® OpenEdge® database provides 100% reliability and does not require a dedicated database administrator*

throughout the enterprise. The company relies on Progress development, integration, and management tools for building, deploying, and managing the Hartlink Pensions Administrative System.

John Garner, IT Manager for Capita Hartshead, explained, "Progress provides us with a reliable foundation for running our business and the tools we need to develop new applications and features that help us improve the services we offer to our customers."

## INTEGRATING BUSINESS OPERATIONS

Hartlink is an internally developed, multi-plan, multi-employer pension administration software system that is easily customized to administer various pension benefit structures. It is an integrated environment of applications developed using tools from Progress Software, and it runs on the Progress OpenEdge database.

It includes a Case Control System for managing each person's benefits, and a Pensions Payroll System for managing monthly payments to pensioners. The Mail Distribution System automatically generates letters that are mailed to customers.

Capita Hartshead is moving from paper-based document management by deploying the Electronic Document Management System for storing documents in the OpenEdge database. The Client Information System serves as a Customer Relationship Management (CRM) application for managing the accounts of all the companies for which Capita Hartshead manages pensions. And the Acclink Fund Accounting centralizes all financial tracking and reporting.

"The power of the Progress tools and the flexibility of the Progress database have allowed us to create an integrated environment for capturing information, managing transactions, and storing data," said Garner. "IT leverages OpenEdge development tools to efficiently build new applications and features that allow management to improve the business and streamline operations."

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*John Garner*  
*Information Technology Manager*

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## PROVIDING CUSTOMERS THE INFORMATION THEY NEED

Capita Hartshead is focused on customer satisfaction and offers its clients the reassurance of measurable performance delivered by professionally qualified personnel using innovative technology. The flexibility of the Progress environment allows Capita Hartshead to tailor the applications to meet the unique needs of different pension plans and benefit structures. This flexibility is a major business advantage and contributes to customer decisions to outsource pensions administration to Capita Hartshead. It allows Capita Hartshead to provide pension plans with an organized, maintainable, accurate, and accountable system for record keeping and case control.

The company leverages the extensibility of the Hartlink Pensions Administration System to allow customers to access their account information. IT used the OpenEdge Application Server to develop a Web interface to allow pensioners to view detailed accounting information. For example, they can update their profiles, check on payment status, and make retirement contributions online. "Progress tools have allowed us to leverage Web services to expose account information via the Internet," said Garner. "This application enables us to provide end-customers with secure access to their pension information and let them conduct routine transactions automatically. This not only helps us improve customer service, but it also helps us reduce call center costs."

Companies that outsource pension management to Capita Hartshead also gain secure access to account status information via the Web interface. For example, authorized human resources executives or corporate pension plan administrators can review the status of retirement plans, make matching contributions, and generate reports for employees as well as for regulatory compliance requirements.

## IMPROVING EMPLOYEE ACCESS TO INFORMATION

Many of the Hartlink applications were originally developed with character-based interfaces, and IT has improved employee productivity by adding easy-to-use Graphical User Interfaces (GUIs). "We want our systems

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to be user friendly so that employees can be as productive as possible,” said Garner.

“Progress tools allow us to evolve from character-based interfaces to GUIs while leveraging our investments in business logic. We continue to improve and automate workflows while working with line managers to understand user requirements and allow our users to efficiently access the information they need to serve our customers and perform their jobs.”

## SUPPORTING CUSTOMERS AND PARTNERS BY EXTENDING APPLICATIONS

IT extends Hartlink to increase integration with external information and applications. The Hartlink Exchange Interface includes a series of Application Programming Interfaces (APIs) developed by IT that allow Hartlink to automatically import data from external sources. For instance, financial data is imported to create a more robust portal interface to customers accessing pension account information via Hartlink Connect Web Services.

Capita Hartshead is now preparing to integrate Hartlink with partner applications using middleware and the Progress® Sonic® ESB (Enterprise Service Bus). The Sonic ESB offers a standards-based distributed infrastructure that reliably and cost effectively connects applications and orchestrates business processes across the extended enterprise.

For example, today Capita Hartshead faxes investment trading orders to its brokers and dealers, and they fax back confirmation. “We’ll use Sonic ESB to extend Hartlink to improve the efficiency, timeliness, and accuracy of trades by placing them automatically and receiving automated confirmations,” said Garner.

## CREATING NEW APPLICATIONS THAT FIT BUSINESS NEEDS

With an applications development and support staff of less than 50, Capita Hartshead continues to create new applications and add requested features to existing ones. Despite an average annual increase in database transactions of more than twenty percent, the efficiency of the Progress

environment allows Capita Hartshead to operate Hartlink without the need for a full-time database administrator. Capita Hartshead has complemented its internal development staff by at times engaging Progress Professional Services to provide architectural and application development support.

According to Garner, “The Progress Professional Services organization has provided expertise in system design, delivery, and implementation. We also rely on Progress to help train our IT staff in the latest tools and technologies so Capita Hartshead can evolve Hartlink to address emerging business requirements.”

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## PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

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