

# Case study / Local government pension scheme

*A system provider won the tender to provide the pension administration platform for Local Authorities within a local government framework agreement. The provider then appointed ITM to implement the data migration work stream, leaving the provider to focus on the delivery of calculations, processes and other services. Initially five authorities signed up under the framework, increasing to nine, as the provider felt that ITM could achieve this number. All nine authorities needed to transition from their existing system to the new system in less than a year.*

## Data migration to a new administration system

- ▶ **Nine local authority schemes migrated**
- ▶ **Migration process tested on two schemes**
- ▶ **Guided by implementation solution document**
- ▶ **Working in close collaboration with the provider**
- ▶ **Migration completed with a month to spare**

## Solution delivered...

ITM and the provider commenced a due diligence and process creation phase that involved investigation, building of the migration process and delivery of a test cut for two authorities. This took two months with all remaining deliveries to be made within a period of five months with each authority requiring a minimum of three test deliveries – proving to be a challenging timeline.

Within the due diligence phase, ITM and the provider detailed what was required from each authority as inputs and fully explored how the data would be mapped and migrated, and also how the outputs would be delivered.

This was presented in an implementation solution document and understanding all aspects of the process enabled both parties to be fully prepared for what was to come. Planning the duration and timing of each delivery could now be done in detail and ensured an accurately timed and achievable program could be agreed between the provider and the authorities.

ITM were able to work directly with each authority, on the provider's behalf. This facilitated prompt issue resolution and kept deliveries on track, even when new data sources were presented and requirements changed along the way. All authorities went live by the start of the seven month period, leaving almost a month to spare.

## The benefits

ITM enabled the provider to deliver the data migrations on time and to the appropriate quality in accordance with the authorities' respective time scales, whilst the provider successfully delivered the remaining services. The process solution developed between ITM and the provider is fully repeatable, giving confidence to bid for a greater number of clients in the future.

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Email  
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to find out more.  
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*// ITM worked intelligently within tight timescales and ultimately delivered a successful program, on time and within budget. The expertise and professionalism in their approach with Civica and our clients was evident throughout and we are delighted to have developed such a strong working relationship. //*

