
Hewitt opts for *aquila's administrator* software for pensions administration services

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LONDON, UK – Hewitt Associates, a global human resources consulting and outsourcing company and *aquila*, a leading European pensions administration software provider, have announced a strategic partnership across Europe to implement the award winning *administrator* solution. Hewitt will work with *aquila* to migrate the first UK clients onto the new system by the end of 2010 in parallel with wider European projects.

Derek Morgan, European Benefits Outsourcing Lead at Hewitt Associates, said:

"Our clients will now benefit from the combination of Hewitt's unique Tiered Service Delivery model and *aquila's administrator*, widely regarded as the market leading solution. This means we can offer an even higher quality service experience for pension scheme members and we will have much more capacity to cope with peaks in work."

"We have been actively seeking ways to take our administration service to the next level. This development allows us to move our strategy on and to drive forward our administration services based on the latest thinking in service delivery and *aquila's* innovative and leading edge technology."

David Ackroyd, Chief Executive of *aquila*, said:

"We are delighted to have been selected by Hewitt to partner with them and are very excited about the use of our market leading product as part of their administration services. This further cements our position as the platform of choice for Third Party Administrators and will provide Hewitt with a significant competitive advantage as they leverage *administrator's* advanced productivity and efficiency capabilities. The quality of our software allied with the quality of Hewitt's service delivery will see a step change in administration services across Europe."

Hewitt's pension administration services are based on providing scheme members with high quality customer service, 24/7 access to information, and separating routine from complex tasks to ensure the right work gets done by the right people. The service enables members to interact through the web or direct with customer service focused staff.

Routine administration work is undertaken by Hewitt's processing centre which operates highly documented processes developed with a continuous improvement philosophy which uses Six Sigma disciplines to drive quality. By adopting this approach, Hewitt focuses skilled pension resources on more complex tasks without the distraction of having to deal with more straightforward work.



Derek Morgan continued:

"Adopting this approach has considerably increased the quality of service we offer our administration clients - as well as lowering costs for them. Using *administrator* is the next step in this process and will support a significant push forward in terms of levels of quality, automation and efficiency. We are really excited about the further improvements this will help us offer to our clients – both present and future."

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Contact:

Mark Foster-Collier
Group Sales and Marketing Director
m.foster-collier@aquilauk.co.uk
Direct Line: 01737 857 130

Notes to editors

aquila

aquilaheywood, the Group comprising *aquila* and *heywood*, is the leading supplier of life and pensions administration software solutions in the UK. Over nine million individual accounts are administered on our systems across more than 200 commercial and public sector organisations, making over 20 million payments a year to individuals.

These solutions cover the whole range of pension schemes including DB, DC, hybrid, career verage, cash balance and stakeholder, as well as group and individual products such as SIPPs, income drawdown and annuity payments.

The Group provides solutions to financial services organisations, third party administrators and in-house company and public sector pension schemes. Its clients include Prudential, Aviva, Aegon, Fidelity, BBC, Asda, BP, Diageo, Irish Life, the European Central Bank, Aon Consulting, and most UK local authorities.

administrator is *aquila's* functionally rich, Life & Pension administration software solution, which addresses the core administration, investment and communication requirements of all significant group and individual life & pension products. Its modern architecture offers a cost effective and low risk solution with proven capability and quality of delivery.



Hewitt Associates

Hewitt Associates (NYSE: HEW) provides leading organisations around the world with expert human resources consulting and outsourcing solutions to help them anticipate and solve their most complex benefits, talent, and related financial challenges. Hewitt consults with companies to design and implement a wide range of human resources, retirement, investment management, health management, compensation, and talent management strategies. As a leading outsourcing provider, Hewitt administers health care, retirement, payroll, and other HR programmes to millions of employees, their families, and pensioners. With a history of exceptional client service since 1940, Hewitt has offices in 33 countries and employs approximately 23,000 associates who are helping make the world a better place to work. For more information, please visit www.hewitt.com.