

# ITV Pensions

PRODWARE'S CUSTOMER ENGAGEMENT PROGRAMME AND MICROSOFT DYNAMICS NAV - THE RIGHT TOOLS FOR ITV PENSIONS



## Challenge

- ✓ Fast-moving finance and purchasing processes
- ✓ Need to increase effectiveness of NAV
- ✓ Need to protect software investment

## Solution

- ✓ Microsoft Dynamics NAV
- ✓ Prodware's continuous customer engagement programme
- ✓ Assured upgrade development

## Advantages

- ✓ More automation of processes
- ✓ Reporting tool provides better visibility of the business
- ✓ Maximising the value of NAV

With Prodware now involved, ITV Pensions is confident that it now has the right advice and guidance to fulfill the fast-moving requirements of its finance and purchasing processes. Based in Preston UK, ITV Pensions is wholly owned by the media company ITV Plc. With a £3 Billion pension fund to manage, ITV Pensions provides an excellent service to the company's employees.

This is because the ITV Pension Scheme is a great way to save against the time when any of ITV's staff are no longer working. It's flexible, tax efficient and makes a valuable contribution to an employee's pension. And as well as a pension at retirement, ITV Pensions provides a range of other valuable benefits for employees and their dependents.

### Long term customer

ITV Pensions has been using the finance and purchasing modules of a previous version of Microsoft Dynamics NAV for many years. Erika Holmes, Pension Accounts Manager at ITV Pensions, comments, "We chose the solution back in 1999 because we wanted a good accounting system that would also allow easy data imports from other applications such as our payroll and fund management systems."

After using the system for ten years the company decided to upgrade to a later version of the software (NAV 2009) which includes a role tailored client (RTC). RTC enables users to remotely access Microsoft Dynamics and offers an appealing, customisable and easy-to-navigate window into their work world. Erika Holmes remarks "We felt that we would keep up with the latest version of the software and see more automation of our transaction processing". She adds, "We really liked the idea of templates which makes life much easier, saving time and manual errors and fulfilled a lot of the automation objective that we originally wanted."



### Useful reporting tool

After implementing Dynamics NAV, ITV Pensions was introduced to Jet Reports which is a real time reporting solution for people who know Excel and is perfect for advanced reporting and group collaboration. Jet's general ledger reporting function allows ITV Pensions to retrieve budget balance, credit and debit information from any general ledger account within Microsoft Dynamics NAV allowing the company to consolidate data from multiple business areas in a single report.



### New developments

ITV Pensions feel they made the right choice with Dynamics NAV and now the company wants to get on with the next stage of development. By increasing the effectiveness of the NAV system, a number of small system developments have been identified that will either increase the productivity or ease the use of the NAV system, saving time and lowering the risk of errors.

ITV Pensions also wants to ensure it has all the correct product knowledge and has commissioned Prodware to provide a bank of consultancy days from which the company can draw and use in any way it wishes. ITV Pensions can direct the resource from the bank of days and utilize them. This is a flexible way of having planned value added resource on site, but with the flexibility to maximize its value to the operations.

*Founded in 1989, Prodware Group is an international leader in creating and deploying IT solutions for business.*

*As the largest Microsoft Dynamics partner in the EMEA region, Prodware has 1,700 employees and 20,000 clients across 14 countries.*

*Supported by significant investment in R&D, worldwide strategic alliances and a wealth of experience in delivering international IT solutions, the group aims to deploy its Prodware Adjust offering globally.*

### Continuous customer engagement programme

In order to look at all these aspects, the new Prodware team were able to introduce ITV Pensions to its continuous customer engagement programme, called Insight. Insight provides Prodware with a better and more comprehensive understanding of customers' businesses so it can shape its vision, strategies and services to meet specific industry and operational challenges.

This way of working allows ITV Pensions to gain increased value from the company's current Prodware investment and then protect this investment by ensuring the value to the business remains at a high level and is not eroded over time. The Prodware account management team operates as true business advisors. They have liaised with ITV Pensions to develop a positive vision for how the companies will work together for the optimum value and benefit of the company.

Erika Holmes comments "The regular visits from Prodware help re-visit what we are doing and allows Prodware to advise us about improvements and new tools available – it's a great programme." She concludes, "Prodware understands our needs and we are expecting to move ahead with them with more improvements from our NAV system, increased cost benefit and look to a long-lasting relationship".

