

From Data Fragmentation to Unified Pulse

How Neoware Built an Enterprise Intelligence Core for One of the Largest Pension Administrators



CLIENT OVERVIEW

One of UK's largest pensions administrator, carrying decades of institutional knowledge. This firm administers complex pension schemes for a large customer base where accuracy, trust, and data integrity are non-negotiable. Modernizing with GenAI is no longer an efficiency play - it is a competitive necessity to win new customers.



INDUSTRY

Pension Administration,
Financial Services

BUSINESS CHALLENGE

The challenge wasn't lack of data; it was data fragmented across multiple silos. Information was spread across MongoDB collections, Azure Synapse warehouses, Oracle systems, and operational tools, each offering only a partial view. Without a unified data foundation, timely, actionable intelligence remained a challenge.

- ✗ The CFO received financial statements monthly, quarterly, or annually, never in real time
- ✗ Manual reporting consumed significant analyst time across finance, operations, and HR
- ✗ No single version of truth existed; every team worked from its own silo
- ✗ Operational intelligence for pension administration remained aspirational
- ✗ A competing consultancy proposed an alternative solution that added to the existing stack rather than replacing it



The Result:

Fragmented intelligence, slow decisions, and an organization at risk of being outpaced.



TECHNOLOGY STACK



Azure
Synapse Analytics

ORACLE
DATABASE

MongoDB.

snapLogic

OUR APPROACH

Neoware entered the competitive pitch with a single, clear proposition: start fresh, build right, and do it fast. Rather than following the incumbent's recommendation, Neoware made the case for Databricks as the foundation of a true **Unified Data Platform (UDP)** and committed to delivering it in four months.

- 01  **Start Fresh**
Databricks Unified Data Platform
- 02  **Automated**
Data Pipelines
- 03  **Governed Data**
With Unity Catalog
- 04  **AskNeo**
Intelligence front door to your world of data
- 05  **Real-Time Insights**
And Continuous Intelligence



For **CFO & FinanceTeam**

Fully automated, real-time P&L visibility, replacing monthly, quarterly reports with continuous intelligence. AskNeo, Neoware's intelligence front door to data on existing BI platform, enables senior leaders to query business performance through natural language.



For **Operations & HR**

A single governed view across Finance, HCM, Projects, and Operations, eliminating silos and enabling data-driven decisions across every function.



For **Business**

A platform that became the default for every new data initiative - pension dashboards, global metrics, client director dashboards, transformational analytics, Bulk Purchase Annuities and two different pension administration platforms - UDP becoming the new home for all of these.

THE BUSINESS OUTCOMES



One Unified Data Platform

All your intelligence needs met in a single source, no more silos.



Real-time P&L

For CFO - From quarterly / annual financial statements to continuous, automated intelligence.



50% Time Saved

Analysts skip manual pulls, cleansing, and reporting to focus on high-value work.



Self-Service Intelligence

Query data, generate narratives, and surface actionable intelligence instantly.



Revenue Acceleration

Cuts the BPA backlog, capturing business left on the table for direct topline growth.



WHY NEOWARE



Neoware helps financial services and pension administration like yours to unify fragmented data estates into a single, trusted intelligence platform, delivering real-time P&L visibility, an intelligence front door to your world of data through AskNeo, and a Databricks-native architecture for every new initiative without rebuilding from scratch.

ABOUT NEOWARE

Neoware is a specialist Data to Intelligence solutions provider combining consulting, data engineering, GenAI, AI/ML, BI and Data Privacy, Compliance, & Governance expertise with proprietary accelerators to deliver measurable business outcomes. Recognized as a Top 30 AWS Data-Driven Everything Partner and a Seasoned Vendor in AIM Research's PeMa Quadrant for both [Top Data Engineering Service Providers](#) and [Top Generative AI Service Providers](#), with leadership recognized among the [Next 15 AI CEOs in America 2026](#).