

CASE STUDY

# Local Government Super

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# About LGS

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*“In effect we jumped two decades of technology with what we view as a successful governance implementation for our Board members. iqBoard is more secure than paper-based folders, more timely and I personally believe the standard that all Boards will adopt within the next five years. We are even investigating incorporating the iPad and its faster and easier access to company data to other areas of the organisation, especially our financial planner and relationship manager networks,”*

Peter Lambert, CEO for Local Government Super

# Profile

### FAST FACTS

- 1. Market Sector: Financial Services - Superannuation**
- 2. The Challenge: To increase corporate efficiency and sustainability benchmarks for the production of Board meeting packs**
- 3. Solution: iqBoard with fully supported and secure iPads, iqCloud**
- 4. Client Benefits – iqBoard provides a true end-to-end solution to provide an electronic platform delivery of Board papers with secure remote and mobile access for Board and sub- committee members. This meets the core sustainability values for the Fund and greatly reduces the carbon footprint for production of Board and Committee meeting information packs.**

Local Government Super (LGS) is recognised as an industry leader in responsible investment and the management of environmental, social and governance (ESG) risks and opportunities across its investment portfolio.

LGS manages approximately \$6 billion in superannuation assets for around 100,000 members, including 60,000 employees working for local government or related employers throughout NSW and 40,000 former local government employees. It has approximately \$3.1 billion invested in responsible investment strategies across Australian shares, international shares, property, and the absolute return and private equity asset classes.

LGS is a signatory to the United Nations Principles of Responsible Investment and a member of the Investor Group on Climate Change, Australian Council of Superannuation Investors, the Responsible Investment Association of Australasia and the Global Real Estate Sustainability Benchmark. LGS is also a shareholder in Australian ESG research and engagement firm Regnan.



# The Challenge, the Solution and the Benefits

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*iqBoard was rated as the first legitimate option from a business perspective that was able to address the logistics and materials issues and actually solve them.*

# The Challenge

### THE LONG TERM CHALLENGE

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1. Long term returns for members
2. Environmental sustainability
3. Efficient technology solution
4. Reducing time consuming processes
5. Improving accuracy and timeliness

With a focus on long-term returns for members as well as a truly sustainable future for the environment, LGS wanted to source a more efficient and environmentally friendly technology solution for distributing meeting packs to its Secretariat and Board and Sub-Committee Members. The process for producing monthly Board papers was extremely time consuming, involved reams of paper and was a transport and logistics challenge to ensure that all Board Members received Board packs, and inadvertently updated Board packs, in an accurate and timely manner. This methodology was out of step with LGS' core focus on sustainability.

For CEO, Peter Lambert the opportunity presented itself to undertake a cost benefit analysis to justify moving away from a paper-based system to an online model in the cloud. Its analysis outlined that the solution had to have a justifiable return on investment for both its Board and sub-committee meetings.

# The Solution

### SOLUTION FAST FACTS

1. True end-to-end solution
2. Electronic platform delivery
3. Remote and mobile access
4. High security and data privacy
5. Compliant with Australian Federal Government regulations and legislative requirements

LGS recognised that it needed a true end-to-end solution to provide an electronic platform delivery of Board papers with remote and mobile access for Board and sub-committee members. Additional concerns including security and data privacy were paramount and needed to meet Australian Federal government regulations and legislation requirements.

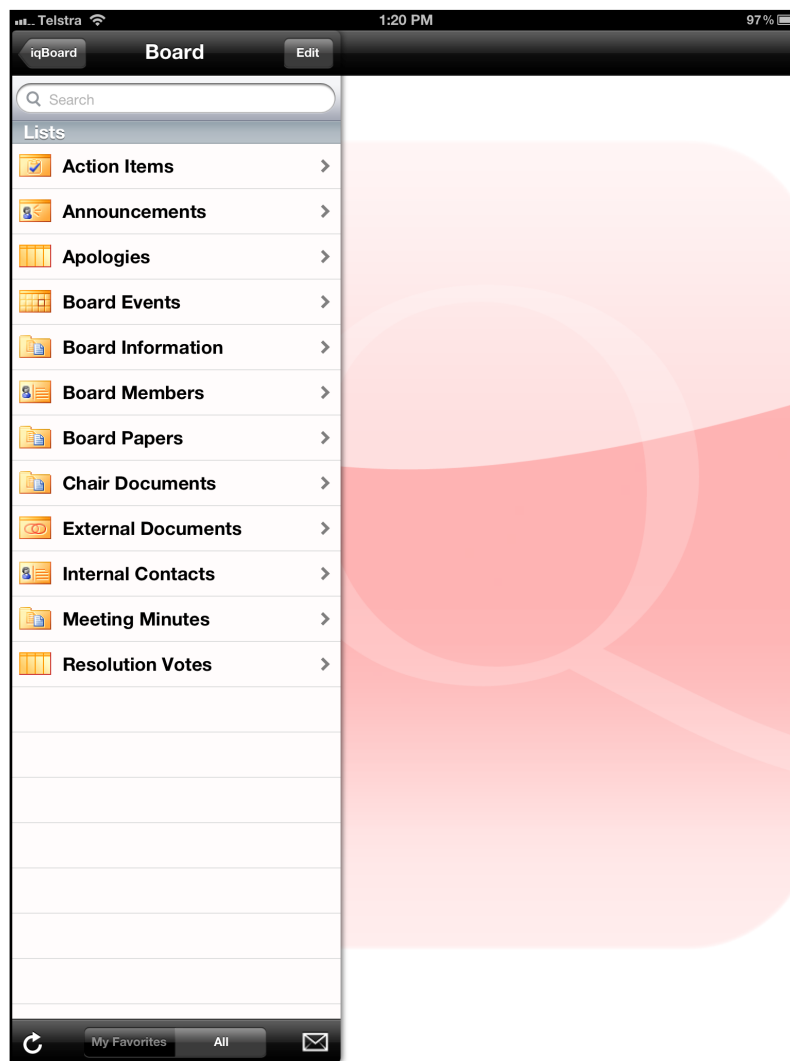
iqBoard was rated as the first legitimate option from a business perspective that was able to address the logistics and materials issues and actually solve them. The electronic platform needed to be provided in a governance solution, with communications tools and facilities, training and support and data centre facilities in one streamlined package.

IQ Group, known to the organisation because of its successful history with LGS for its superannuation administration projects, initiated a dialogue with LGS regarding its recently launched Board trustee solution, iqBoard and onshore super in the cloud platform, iqCloud. IQ Group understood the end-to-end requirements for LGS to meet its sustainability goals and was able to tailor its electronic governance solution to be accompanied by a fleet of iPads, telecommunications facilities, customer support and help desk and data centre facilities in Sydney and Melbourne. IQ Group also outlined how it would remotely manage each iPad device to address the central issues of security and data privacy, implementing a remote disablement of each device in the event of theft or loss.

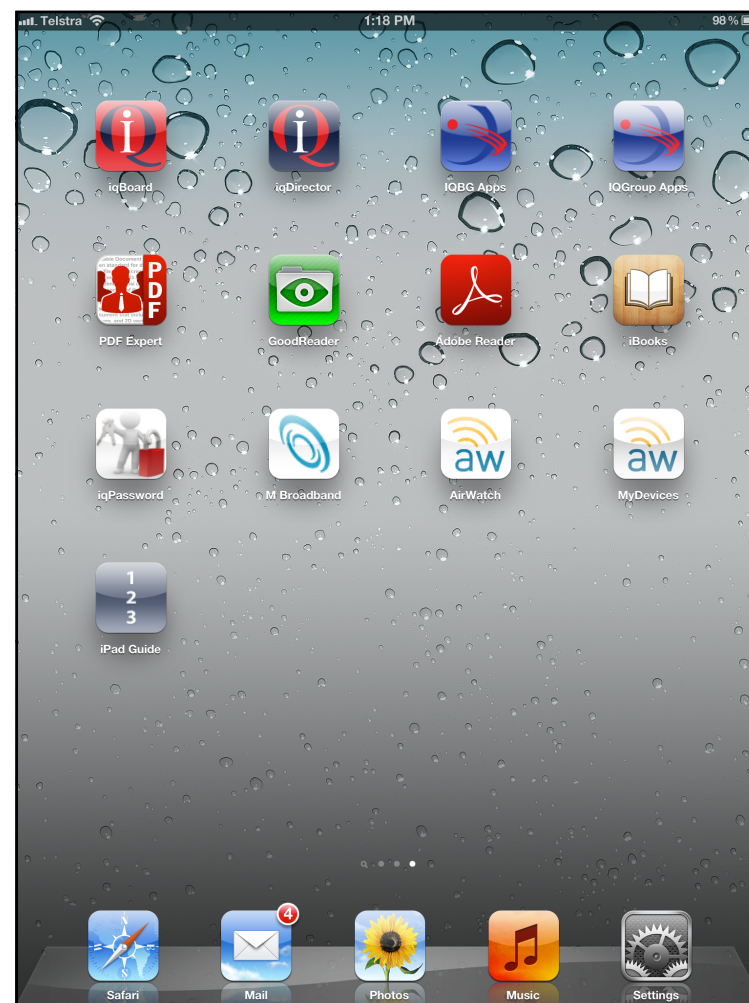
This further reinforced that the move to iqBoard and iqCloud from IQ Group was in line with the review of corporate efficiencies and LGS' core values.

In only a six week period, IQ Group implemented the tailored package of iqBoard, iqCloud and additional network infrastructure and support items to the Secretariat, Board and sub-committee members. IQ Group provided training for each Director on the use of an iPad, the iqBoard

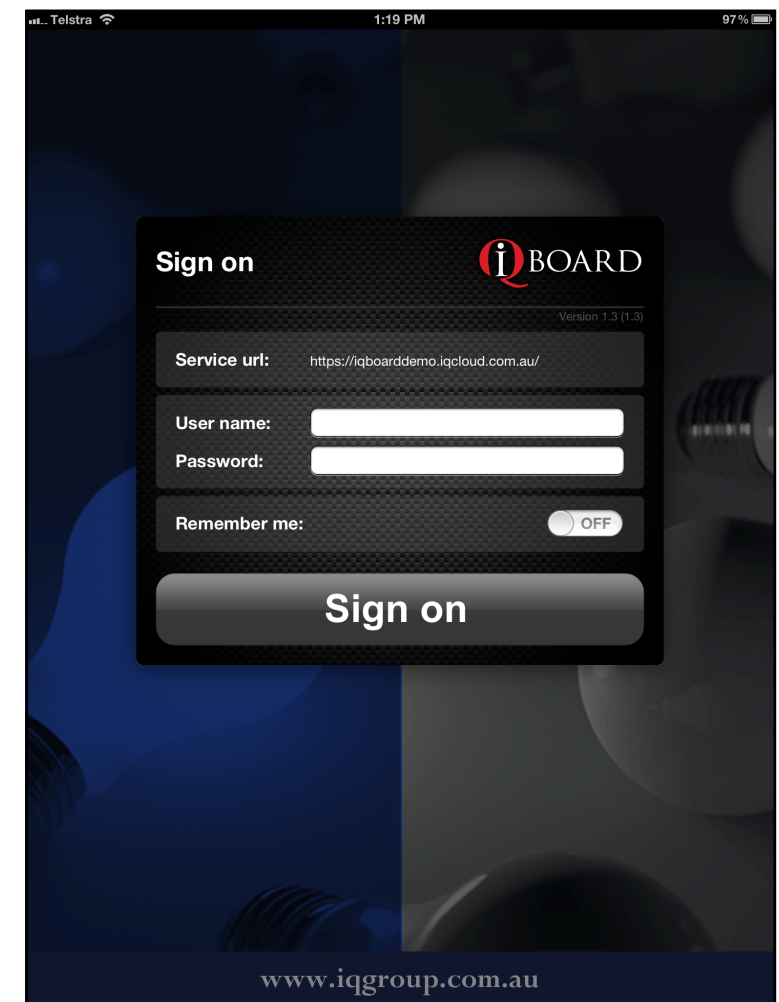
solution, as well as Board pack assistance preparation for the Secretariat as they came up to speed with the new system.



iqBoard



The iqBoard Applications



iqDirector

# The Benefits

### REALISED BENEFITS

1. **70% reduction in preparation time of Board Packs**
2. **Pack build reduced to 1 hour with the new board pack wizard**
3. **“Remember me” sign on**

The iqBoard solution has proven to be a highly successful implementation for LGS. In fact it is so highly regarded by the superannuation fund, its CEO believes that it has implemented what it believes to be a future industry standard ahead of its competitors.

"This streamlined total solution for Board and Secretariat communications is a vast and consistent improvement on our previous attempts to prepare for Board and sub-committee meetings," confirmed Peter Lambert, CEO, LGS. "We had internally attempted our own version of electronic documentation with the circulation of electronic files, however Information Technology gateway and communications restrictions meant that file sizes defeated the purpose of streamlined packages and we were still facing multiple electronic mail outs. Now our Directors have access to Board papers where ever they are and just simply access our roaming facilities with their highly mobile iPad platform."

To date, iqBoard has supported LGS Board members for 12 Board meetings and been in operation for various meetings for two sub-committees. Preparation time for meetings has been reduced by almost 70% for a single Secretariat and the environmental impact has made a remarkable transformation.

LGS has further identified tasks within the iqBoard solution that it required and worked closely with the development team to introduce these needs into its platform. These enhancements are being implemented within a iqBoard v2 release in late 2012 with an updated mobile app for Directors; an enhanced Secretariat function with a meeting pack generation wizard taking pack build to less than one hour and 'remember me' sign on capabilities for the Enterprise iPad App.

"The experience of implementing the iqBoard solution has been extremely beneficial and convenient for our Directors," confirmed Peter Lambert. "We are now adding additional sub-committees to this platform and the support and personalised service level constantly provided by IQ Group is a testament to their commitment to excellence," he concluded.

For IQ Group's CEO, Graham Sammells the practical outcomes of the implementation can be described as a revolution in Board communications.

"By rough calculation we believe that in its first year of iqBoard implementation, LGS has saved considerably in reducing its paper, binder and transport consumable costs, additional reducing its electricity consumption as it is no longer bulk copying and printing multiple meeting packs and this is much more in line with its core value of sustainability. For any Board or sub-committee considering the business benefits it is hard to imagine that both enhanced communications that impact on key decision making outcomes, plus bottom line logistics improvements would not prove a compelling case," said Sammells.

# About IQ

*IQ Group advises Australian enterprises on how to implement business and technology solutions to improve efficiencies and reduce operational risk. Its specialist consulting services span Operations, Technology, Risk and Microsoft Solutions Practice lines for all industry sectors. It also offers a range of innovative solutions, such as iqBoard, iqCloud and iqBI to address today's governance, onshore cloud computing and Business Intelligence initiatives.*

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