



Bank of England

EXTERNAL BEEDS NEWSLETTER

December 2024



BEEDS Customer Satisfaction Survey

The BEEDS team launched a BEEDS Customer Satisfaction Survey for all BEEDS Portal and Administration users. The team were keen to receive feedback on the system performance, the communication with the Helpdesk, and capture the usefulness of our BEEDS Resources webpages.

The survey was well received, with over 420 responses. We have produced detailed analysis of the results to provide a more in-depth view of the BEEDS Customer Satisfaction Survey.

We have grouped feedback into common themes and have identified key takeaways where you suggested improvements. These will be captured as new requirements as part of the BEEDS replacement project.

The Bank of England's existing contract with the BEEDS supplier will soon expire. As per the procurement regulation, the Bank will be required to undergo a re-tender exercise to identify a supplier that can cater for our data collection requirements. One of the strategic aims of the new data platform will be to reduce the cost of data collection to both firms and regulators whilst providing enhanced functionality and a better user experience. The current platform will remain fully operational until the new system is ready, and we will provide clear guidance and support of the transition arrangements in advance of any changes.

We are committed to working closely with you throughout this process, and your feedback will help shape the development of the new platform. Our goal is to deliver a solution that not only meets regulatory requirements but also enhances your reporting experience, making it easier and more efficient. Regular updates will be provided to keep you informed, and we are here to support you every step of the way.

Survey Results



System Satisfaction

The 2024 BEEDS Customer Survey provided valuable insights into users' satisfaction with the system. Overall, 70% of users reported being satisfied with the system's capability to complete tasks, a 10% increase from last year, reflecting improvements in the platform's reliability and effectiveness. However, the survey also highlighted areas for enhancement. Users indicated a need for better navigation and usability, with 33% expressing dissatisfaction in these areas. The feedback emphasized a desire for a more intuitive user experience and faster system performance.

In terms of user-friendliness, 65% of respondents found the system satisfactory or better, while 35% indicated room for improvement. Additionally, users pointed out the need for a pre-validation feature, with 55% requesting this functionality to ensure data accuracy before submission.

Compared to last year, there was a noticeable improvement in satisfaction with system performance, yet users continue to seek enhancements in specific functionalities shown in Page 6. The survey revealed a positive trend in overall user satisfaction, particularly regarding the system's core capabilities and helpdesk support, which received high praise for its quality of service and responsiveness. These findings will guide our efforts to further refine the BEEDS platform, ensuring it meets and exceeds user expectations.

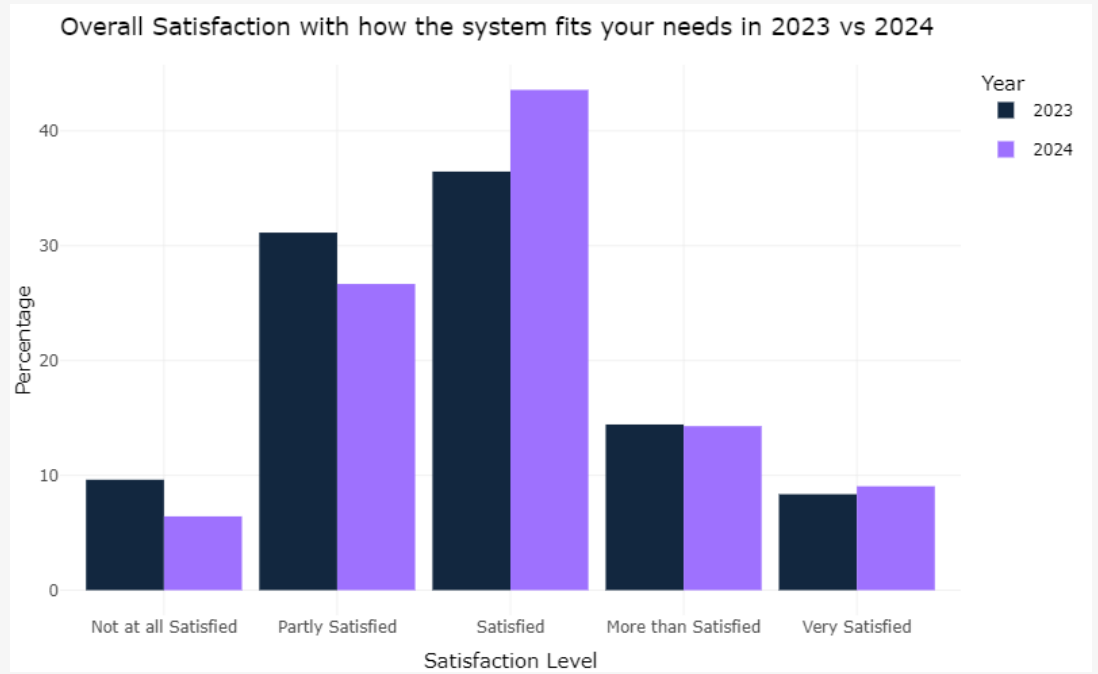


Figure 1: Overall Satisfaction of How the System fits the needs of the Users 2023 vs 2024.

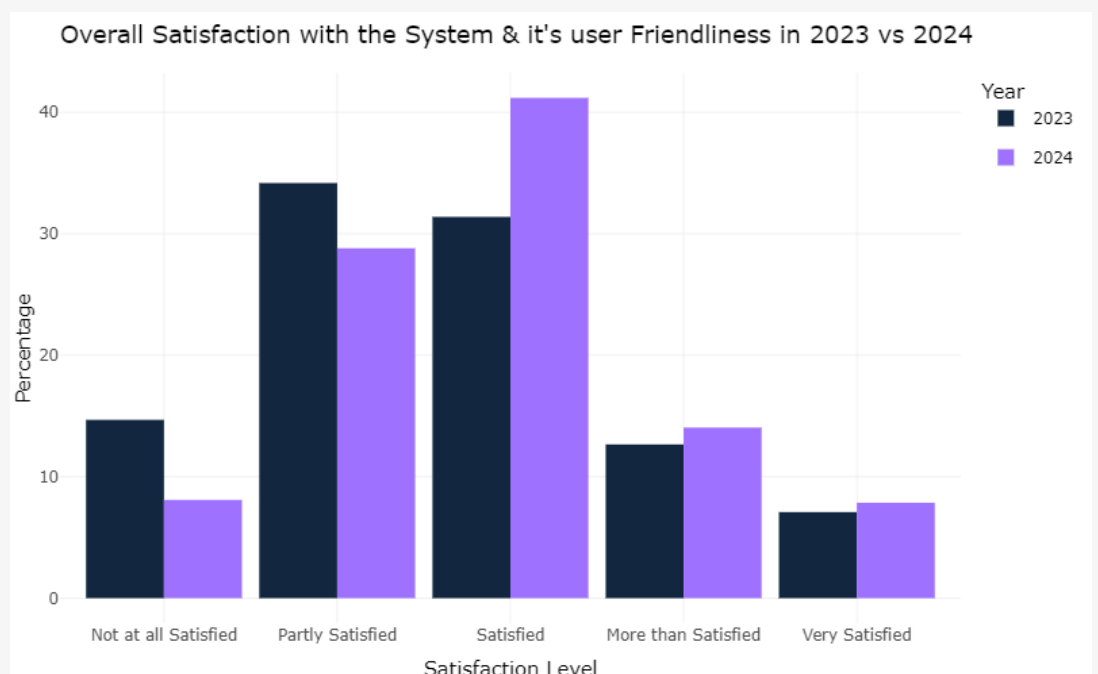


Figure 2: Satisfaction the System & the User Friendliness 2023 vs 2024.

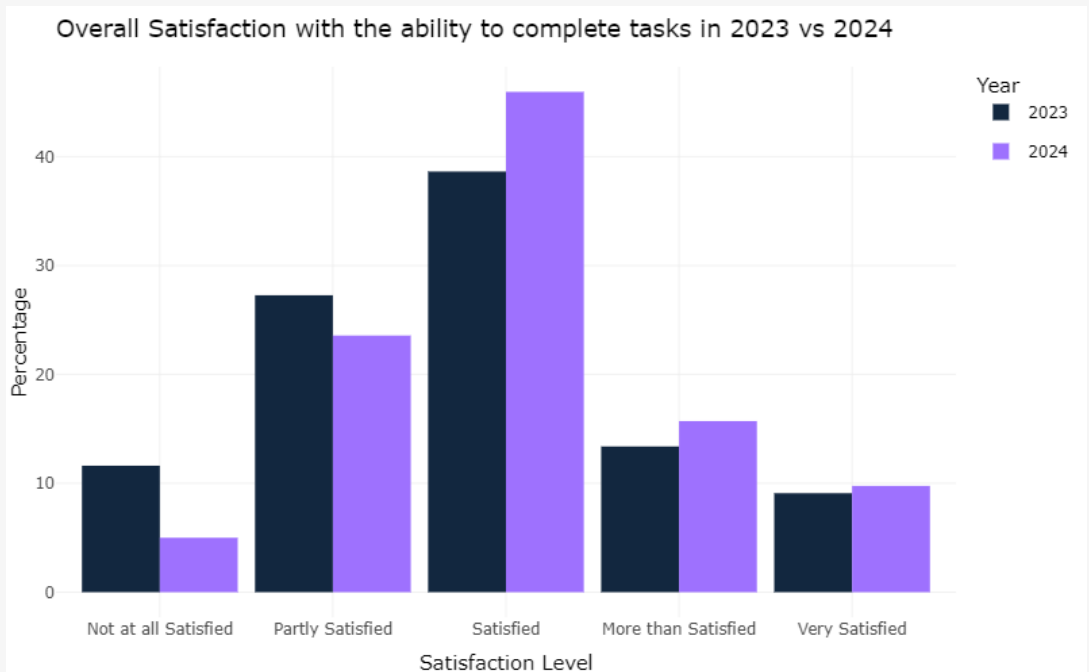


Figure 3: Satisfaction of System's Ability to complete tasks 2023 vs 2024.

The free text comments on the satisfaction of the BEEDS system have provided us the greatest insight into the issues raised by the users.

There were many common themes that emerged from the question:

- Slow performance issues
- Platform not intuitive
- Live system outages
- Login and Authentication issues

The team have analysed the above comments the customers provided in the survey and have taken on board the issues raised. We will work with the BEEDS vendor and our own internal Technology department to continuously improve our data collection service. We have opened further lines of communication between the helpdesk and our Technology area to ensure issues are dealt with promptly and efficiently. We have also noted users concerns regarding Live Outages and communications around these and will endeavour to provide as much notice as possible to customers on any outages, providing information on why these outages are required – usually fixes and enhancements to the system.

We asked BEEDS Users to rate their satisfaction on overall customer service, including response time and communications of notice given for system outages.

Surprisingly, only around of 60% of all respondents have felt it necessary to contact BEEDSQueries, and of those customers, in general, they were far more satisfied with the BEEDS customer service received as opposed to the system its-self.

Approximately 80% of BEEDS portal users were satisfied, more than satisfied or very satisfied with the customer service they received, with just 20% not at all satisfied or partly satisfied.

This was an improvement from last year as more users reported better than satisfied customer service from the BEEDS Queries Helpdesk in all four areas.

- Time taken to Respond and Resolve issues.
- Level of Customer Service
- Quality of Response from Helpdesk
- Notice Given for System Outages

Satisfaction with the time taken to respond and resolve issues in 2023 vs 2024

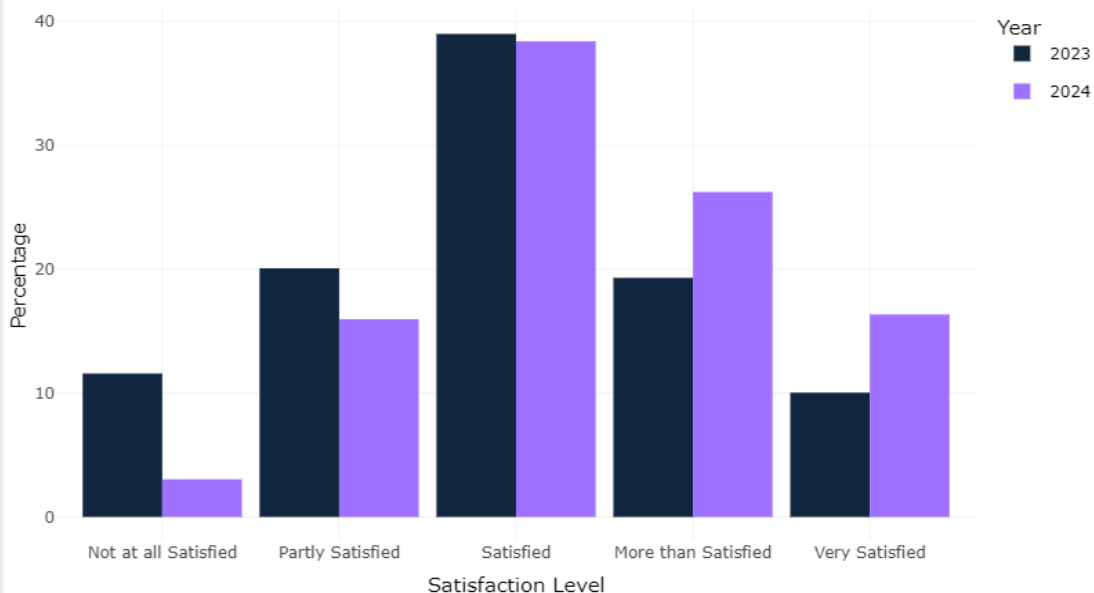


Figure 4: Satisfaction of how quickly the Helpdesk team resolves issues 2023 vs 2024



BEEDSQueries

Satisfaction with System Outages Notifications in 2023 vs 2024

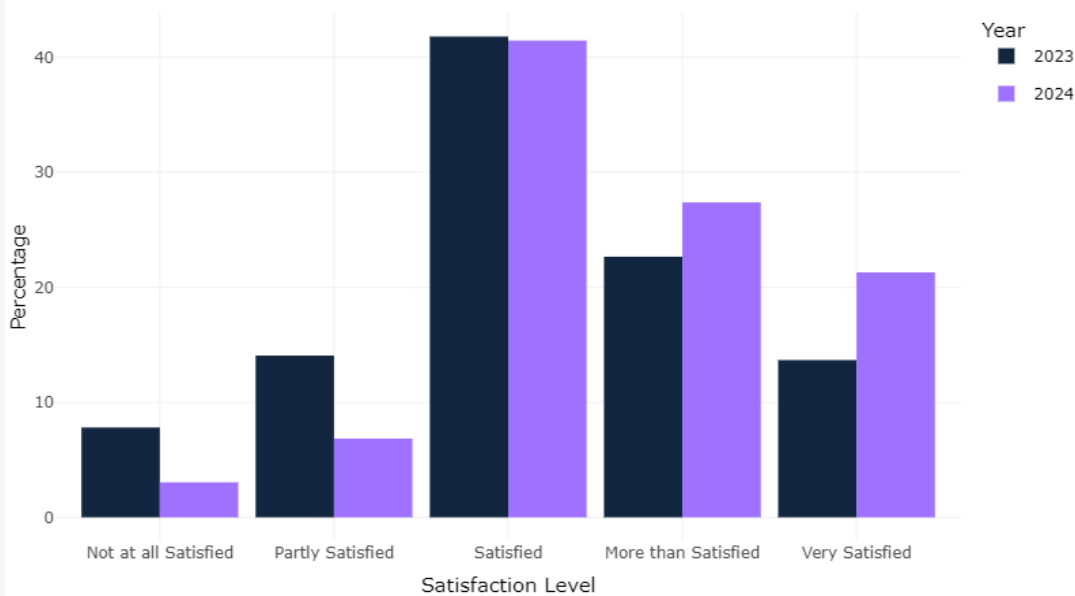


Figure 5: How satisfied Users were with the level of Outage Notifications they received 2023 vs 2024.

Overall Satisfaction with the Quality of Response Received in 2023 vs 2024

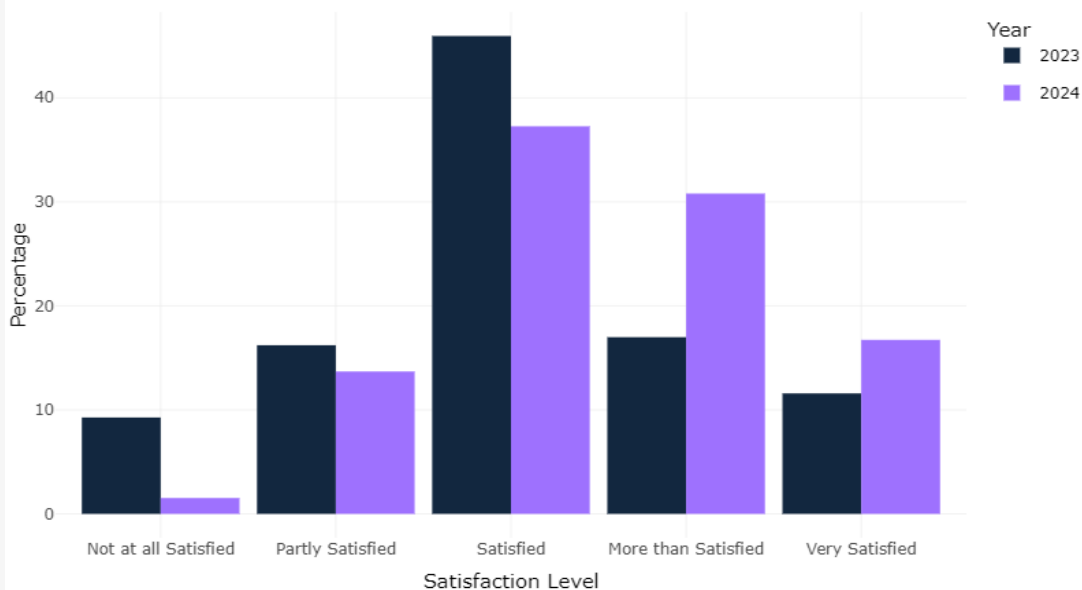


Figure 6: How satisfied Users were with the Quality of Responses they received 2023 vs 2024.

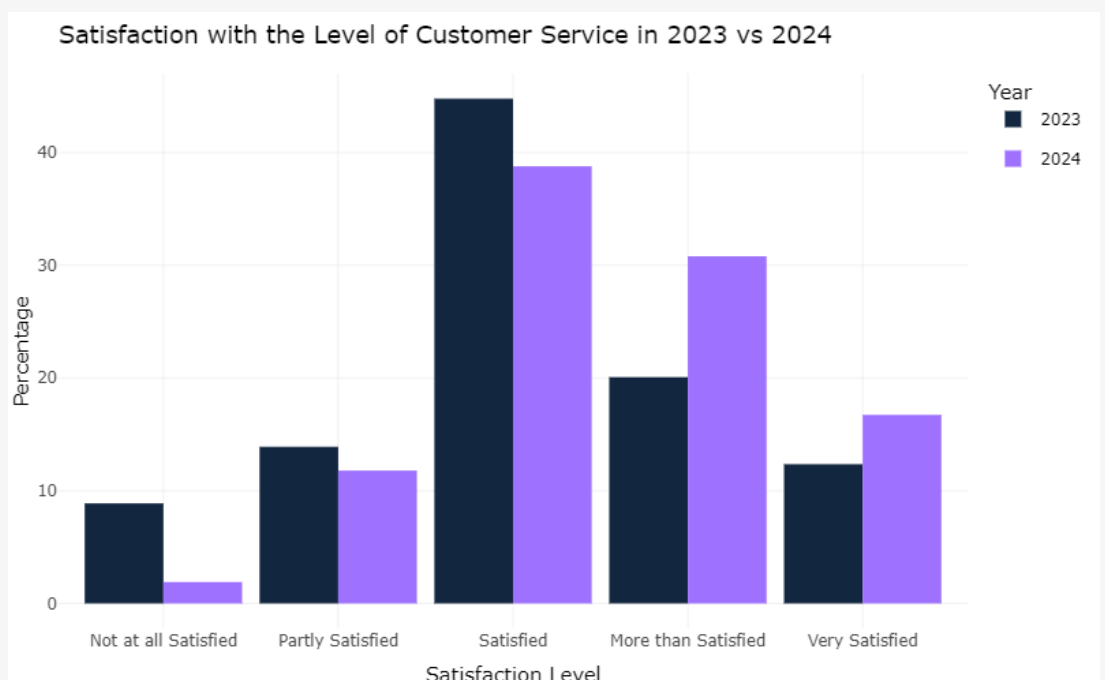


Figure 7: Satisfaction with the level of Customer Service 2023 vs 2024.

Again, as in the previous section, the free text comments box on the survey provided us with a deeper understanding of the user’s feedback, within the customer services section of the survey and provides the team with valuable responses for us to develop and improve.

Respondents noted the following:

- “The BEEDSqueries email responses to our emails have been excellent.”
- “Kept the firm informed.”
- “BEEDSQueries team was always helpful and polite to users.”

In response to your feedback, we have provided the BEEDSQueries helpdesk with additional training in providing excellent customer service and a better understanding of more technical issues.

As part of our BEEDS Procurement, we asked BEEDS Users if there were any additional functionalities that they would like to see on the platform in the future that were not present in the current platform. Here are the top suggestions that were submitted:

1. Return validated prior to submission

A significant 55% of users requested the ability to validate returns prior to submission. This feature would ensure data accuracy and compliance before the final submission, enhancing the reliability of the data collected.

2. Forward Scheduling

10% of users expressed a need for forward scheduling capabilities. This functionality would allow firms to better plan and manage their data submissions, improving workflow efficiency and reducing last-minute pressures. A forward-looking calendar feature would provide visibility on upcoming submission dates and deadlines, helping users to organize their work more effectively. This is a feature that will be an essential requirement for the new BEEDS platform.

3. Greater User Management and Permissions

7% of respondents highlighted the need for more comprehensive user management and permissions. This would provide greater control over user access and customization of roles, tailored to specific organizational needs. Enhanced user management would allow administrators to assign specific permissions to users,

ensuring that only authorized personnel can access and modify certain data, thereby improving security and accountability within the system.

4. Permanent UAT window

6% of users requested a permanent User Acceptance Testing (UAT) window. This dedicated testing environment would enable continuous validation and testing of data submissions, ensuring accuracy, and reducing the risk of errors. A permanent UAT window would allow users to test new data collections and system updates in a safe, controlled environment before they go live, providing an ongoing opportunity for troubleshooting and improvement. We do provide UAT Windows throughout the year and are working on a tool to automate the creation of returns to make the current windows more efficient.



Additional Functionality

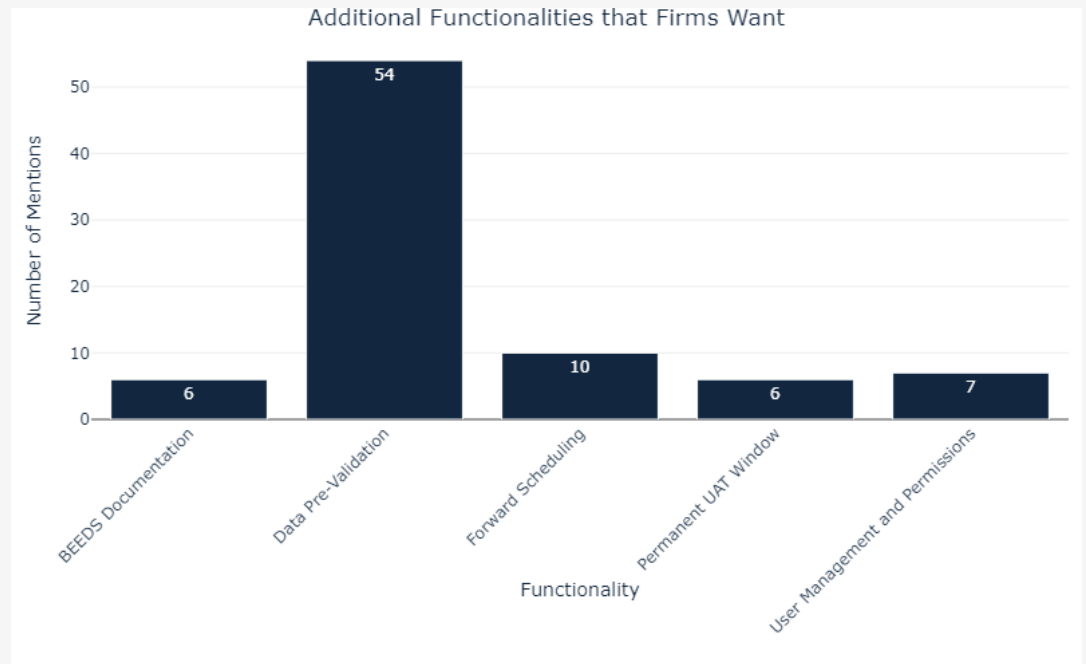


Figure 8: Feedback on the Additional Functionalities that Users have requested in the Survey.

Based on the valuable feedback gathered through the BEEDS Customer Satisfaction Survey, we are committed to making significant improvements to enhance user experience and system functionality.

We will address the key themes identified, such as improving system performance, user navigation, and resolving live outage issues. Collaboration with our internal Technology department and external vendors will be prioritized to implement targeted solutions. Your suggestions for additional functionalities, including return validation, forward scheduling, enhanced user management, and a permanent UAT window, will be carefully considered in the development of the next-generation BEEDS platform. Furthermore, we will continue to enhance customer support through training workshops and streamlined communication processes to ensure timely and efficient resolution of queries. Regular updates will be provided to keep you informed of progress, and your input will directly shape the future of BEEDS, reflecting our shared goal of creating a more intuitive and effective system.

BEEDS Resources and User Guides

We have updated the BEEDS Resources webpage and User Guides.

The benefits of the new user guide is that we have detailed the ins and outs of the BEEDS system. Included is each collection under separate headings, with instructions on what file type is used and how to submit for said collection.

This also makes it easier for external users to access key information, rather than having to request it from BEEDSqueries. We hope this will make our service more efficient and improve usability across all collections.



Resource Page

How to use the Resource Page:

- The Help and Guidance tab can be found on the Menu after logging into BEEDS.
- From here the User guide folder can be found, containing the main BEEDS user guide and other specific guides from Logging in, to guidance on creating an additional user.
- All files are made readily available in a PDF format for easy access.

We have created some video tutorials that will sit alongside the PDF guides, we hope these will further help our users navigate the system.

For information on BEEDS visit our external website:

[The Bank of England Electronic Data Submission \(BEEDS\)](#)

BEEDS Resources

[User Guide](#)

[Step-by-step Video Guides](#) [scroll down on webpage]

What you should expect next from the BEEDS team

Thank you to everyone that completed the survey, we really appreciate the time spent and the feedback provided. This allows us to identify key areas of improvement and development.

We will repeat the survey in Q2 2025, this will be sent out to all active BEEDS users.



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If you would like to leave any feedback, find out more about BEEDS or ask questions please email:

BEEDSqueries@bankofengland.co.uk