

A trusted advisor relationship leads to successful benefits administration

A case study: An oil and gas company looks for high-quality service to deliver on their benefits strategy now and in the future

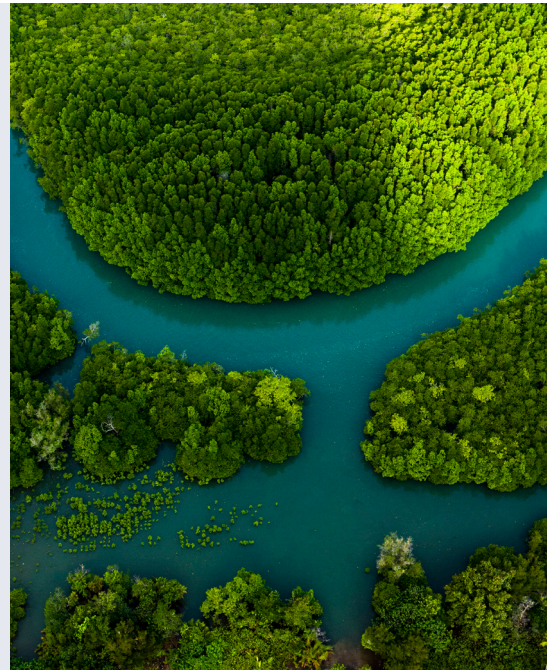
At a Glance

Client: One of the world's largest oil field services company, with 67,000 employees operating in more than 120 countries worldwide

Challenge: After being spun off, this company needed to implement their own administration solution that would improve service quality and increase employee engagement. They also needed a partner who would be strategically aligned with where they were heading in the future

Approach: Highlight the important connection between benefits consulting and administration to design a health and welfare and pension administration solution with a high-touch customer service and a Total Rewards portal for a seamless employee experience

Result: The comprehensive solution we implemented increased employee engagement and will allow the client to do more with less in their HR department due to the close integration of their benefits strategy with administration



This oil and gas technology company has been revolutionizing energy for more than 100 years. They are dedicated to developing and deploying technologies that make oil and gas safer, cleaner and more efficient, and moving energy forward. Embracing the concept of continual improvement, they are committed to their people and communities, investing in the health and wellbeing of their workforce.

The Challenge

Facing the need to implement their own independent benefits administration solutions after being spun off, this oil and gas company was in the midst of reimagining their approach to plan design and benefits delivery. Although they were a long-time bundled total benefits outsourcing client, they were looking for a best-in-class partner who was strategically aligned with where the new entity was heading in the future.

Administrative errors distracted the company's limited HR resources from their core objectives and caused employees to lose trust in the service they were receiving. They needed a solution that would improve service quality, help regain employee trust and increase engagement. They also wanted to link benefits strategy and delivery with a solution that would scale to meet their future needs.

The Solution

Willis Towers Watson's Health and Benefits and Retirement consulting teams had a long-standing relationship with this organization, allowing us to create a best-in-class administration solution across health and pension benefits and total rewards. The client wanted more than a benefits administrator — they valued our extensive knowledge of their culture and plan designs, and our flexibility to meet their needs through both technology and expertise.

We built a solution that would enable the client's HR team to spend less time on day-to-day administration, produce high-quality results, give employees the tools they needed to understand the value of their benefits, and include a high-touch user experience and customer service for employees.

By leveraging our consulting relationships, the organization was able to spend less time on documentation and requirements — they could focus their valuable and limited resources on their main strategy goals, further highlighting the importance of a true consulting partner in benefits administration work.

The Results

The level of partnership and integration during implementation gave the client even more confidence in our services going forward. The client experienced a significant improvement over historic employee engagement during enrollment — 65% of employees actively engaged in their benefits enrollment process by visiting the self-service tools and enrolling online. The organization had previously struggled to get employee attention, but with an improved user experience and high-touch customer service, they've seen excellent participant satisfaction scores, including overall satisfaction ratings of 94% on the enrollment website and 96% on the level of customer service support. Additionally 94% of survey respondents said the information and tools on the site were easy to use.

Integrating their benefits design and delivery with Willis Towers Watson's solutions has resulted in increased compliance, greater insight into the effectiveness of their benefits plans and less noise for their HR team.



About Willis Towers Watson

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