

A strong consulting relationship leads to a superior benefits delivery solution

A case study: A best-practice approach puts benefits delivery under one roof



At a Glance

Client: This company, with approximately 22,000 employees, provides materials engineering solutions for the manufacturing of a variety of technology products.

Challenge: The company was facing ongoing challenges with their previous administrator that created more work for their benefits team. They needed a more evolved technology platform and wanted an integrated approach to benefits delivery.

Approach: We brought together our Benefits Outsourcing, Benefits Accounts, Health and Benefits, and Communications and Change Management teams to provide a fully integrated solution that would streamline administration and allow their benefits team to focus on strategy.

Result: Following our proven best-practice approach for benefits administration, the company has experienced significantly improved efficiency and effectiveness of their local HR and benefits teams by moving the governance of all aspects of health and welfare benefits delivery under one roof with WTW. Employees also benefitted from a superior enrollment experience.

This company has provided materials engineering solutions for more than 50 years, playing a key role in the evolution of the electronics industry, and has more than 22,000 employees in 18 countries. Their innovations are used in the manufacturing of a variety of electronics, including smartphones, televisions and computers.

The Challenge

As the Health and Benefits consultant for this company, we learned they were experiencing ongoing challenges with their previous benefits administration provider. Their benefits team was spending valuable time dealing with issues related to carrier integration, payment timeliness and accuracy, data interfaces, and an outdated system that required inefficient workarounds. At the same time, they were working with their Health and Benefits consulting team to make changes to their plan designs, strategy and plan management. The company wanted to consolidate the third parties that were providing various aspects of health and welfare benefits delivery to make the process more efficient and effective for both their benefits team and their employees.



The Solution

Our ongoing dialogue with the client gave us important insight into the challenges they were facing, allowing us to have detailed discussions with them in order to develop the right approach to their overall benefits delivery – our knowledge of the client allowed us to make promises and deliver on them. We brought our Benefits Outsourcing, Benefits Accounts, Health and Benefits, and Communication and Change Management teams together to present an integrated solution that would allow the client's benefits team to focus on strategy and manage fewer vendors. The client would no longer need to serve as the go-between for multiple vendors – our WTW teams work together to minimize the time spent by the client on requirements definition, testing and other time-consuming tasks during implementation and ongoing services.

We implemented our benefits administration solution using our proven best practices, choosing a mid-year go live to give the client an opportunity for a “soft launch” of the system before annual enrollment. Our system, BenefitConnect, gives the client an evolved and flexible solution that easily accommodates their plan designs and provides employees with an intuitive and seamless self-service experience across their benefits.

The Results

By bringing multiple health and welfare benefits solutions under one roof, the client has experienced significant improvements in their local HR and benefits operational efficiency and effectiveness.

Our solution also provided a superior employee experience – more than 97% of employees who enrolled online said the experience was good, with one employee noting it was the best benefits enrollment experience he has had in the 25 years he has worked in the industry.

Our best-practice approach allowed us to fully execute on the delivery of the client's benefits – both during the implementation of benefits administration services and ongoing as their benefits strategy evolves. The close connection between our consulting and administration teams means that our technology is informed by our strategic expertise.

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organizational resilience, motivate your workforce and maximize performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success – and provide perspective that moves you. Learn more at wtwco.com.



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