

Client-focused administration solution replaces dated in-house system

A case study: A food processing company needed a flexible administration solution to support their broad employee base



At a Glance

Client: A food processing company with 40,000 employees.

Challenge: The company was using two in-house benefit enrollment systems, SAP and JD Edwards, that no longer provided flexible capabilities they wanted to support their benefits strategy. They needed a solution and partner that could support their complex plan design and diverse employee population.

Approach: WTW designed a benefits administration solution focused on superior client and employee service and system capabilities that highlighted our high standard of quality and delivery.

Result: A flexible, consolidated system that allows the client to continue providing customer service to their employees and seamlessly integrates new and frequent acquisitions as well as significantly reduces the company's administrative burden.

This food processing company wanted to partner with a service provider that could work with the client's own internal resources to provide a superior employee experience.

The Challenge

This company had been administering benefits internally on two enrollment systems, SAP and JD Edwards, which did not meet their needs. While they wanted to retain customer service capabilities in-house, they needed an administration partner that could provide a flexible system and solution that would support their complex plan design and broad employee base with better technology and communication capabilities. The company's internal team needed the capability to support some enrollments by paper, two dozen languages spoken in their population and frequent acquisition activity.



The Solution

WTW offered a benefits administration solution that focused on our high-quality client service, flexible system capabilities and high standard of client delivery. Our solution is designed to work with the client's own resources to support their employees and offers flexibility to support the unique administration and communication needs of their population – whether via self-service or direct contact with the client's employee service team. Another important feature of our solution is the ability to integrate new acquisitions into the system seamlessly, a key factor for the client's business objectives.

The Results

Consolidating to a single benefits administration platform significantly reduced the administrative burden on the client's team, allowing them to focus on better serving employees and other internal priorities. The ease around M&A activity also gives the company flexibility to move forward with their future business plans.

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](https://www.wtwco.com).



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