

## CASE STUDY THEME:

14-year client that is happy, highly automated and complex client leveraging the entire suite of WBD Signature Services to outsource day to day benefits function so the company can focus on growth.

Industry: Airline

# of Employees: 4,800

### BUSINESS CHALLENGE

- Pilot's union, flight attendant's union and non-union employees across multiple payroll cycles
- Rapid growth as Delta Airlines #1 regional subsidiary
- High hourly, traveling, variable hour workforce
- Integration with Lawson HRIS and payroll platform
- Major focus on HSA engagement and education, and drive towards lower cost medical plans to contain costs.
- Complex FMLA rules, resulting in highly specialized FMLA connectivity to Unum.
- Complex financial and reporting needs for budgeting and forecasting for union renewal negotiations and aggressive hiring needs
- Large number of New York employees requiring sophistication to properly accommodate NY dynamics such as TDB, FMLA, ACA, reporting and compliance issues.

### SOLUTION DELIVERED

- WBD has been serving Endeavor for over 10 years. We have "perfected" the ability to communicate and serve their employee base, while evolving alongside them through growth, mergers, consolidations, re-alignment, parent company (Delta) involvement, and multiple challenges to contain costs and manage carrier relationships.
- WBD provides every level of high-touch service to Endeavor regarding overall technology, communications, administration and compliance. Recently, WBD completed a series of videos and customized communications to successfully drive HSA enrollment.

### IMPACT CREATED



WBD has faithfully served this client for **14** years



**5,824** carrier files have been transmitted since account inception



**400** employees are screened and hired each month