

CASE STUDY THEME:

Consolidation of multiple disparate ben-admin systems across multiple companies, 7 FEIN's, coming together through acquisition.

Industry: National Trucking, Transportation and Logistics

of Employees: 6,000

BUSINESS CHALLENGE

- National transportation company in the midst of acquiring and consolidating divisions including trucking, refrigerated transport, air transport and logistics.
- Challenge was to consolidate benefits, unify systems and deliver one cohesive benefits package to newly integrated employee population.
- Multiple data sources were reconciled during onboarding. Data stemmed from various people (some who were being phased out of the organization), carrier systems, payroll systems and the outgoing broker. Much of the data was incomplete, old or inaccurate.
- WBD had to aggregate data, load system, and launch 1st ever mandatory open enrollment.
- Another challenge was to promote healthy voluntary benefits enrollment in order to increase broker commissions to fund ben-admin solution.

SOLUTION DELIVERED

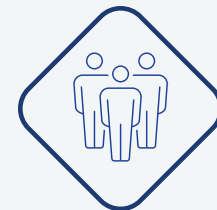
WBD solutions include the core ben-admin and supersite technology along with integrated COBRA, call center / telephonic enrollment, ACA, dependent documentation collection, E of I management, discrepancy report management, over age dependent management, qualifying event management and new hire outreach.

- During open enrollment and year-round, employees leverage high use of call center to enroll and ask questions about their benefits
- WBD optimizes a multi-pronged communication strategy to reach the employees who have not yet enrolled as a new hire or during open enrollment. WBD uses text, email, personal calls and automated calls to reach employees and help them enroll.

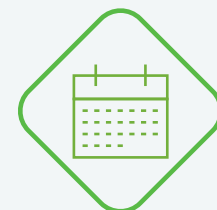
IMPACT CREATED



42% Increase in voluntary benefits enrollment upon WBD takeover



38% Percent of employees enrolled telephonically via WBD Call Center



23 business days to go live on medical file feed during 4th quarter