

CASE STUDY THEME:

Transitioned from a ben-admin competitor.

Industry: National Restaurant / Chophouse

of Employees: 5,900

BUSINESS CHALLENGE

- Client has unique type of employee – not your usual cliché restaurant population. They are extremely high touch with their employee base – just like they are with their customers. They expect polished, responsive, professional customer service and they expect their enrollment experience to be sophisticated and smooth. They have complex rules regarding benefits based on years of service, and they expect their vendor to mail enrollment packets to the restaurant locations.
- They require all employees to submit dependent documentation for all covered dependents as a new hire and every year during a mandatory open enrollment. They also have a highly evolved wellness program that requires incentives and surcharges based on activity and program participation.

SOLUTION DELIVERED

- WBD won the business during a competitive national RFP 6 years ago. Since then, there have been multiple brokers and carrier partners, and WBD has remained steadfastly in place with a consistent, diligent approach to high-touch benefit administration.
- Today, we manage multiple vendors with file feeds and self bills. We seamlessly integrate with Ulti-Pro as their HRIS and payroll system. WBD produces highly specialized monthly reports with net and gross costs by location including migratory trends post-open enrollment.
- The most significant dynamic is WBD's ability to create and sustain a high-touch employee experience that is as elegant to the employees as the Ruth Chris brand is to their own clientele.

IMPACT CREATED



WBD has served this client for **6 years**



WBD communicates with an average of **750** employees monthly



WBD mails **155** custom packets to national locations each month