



CASE STUDY:

One-Stop Benefits Solution Delivers Outstanding Service

Learn how third-party administrator SelectSource offers an end-to-end solution for small employers who want to take advantage of high-tech and high-touch service.

SelectSource offers a unique service approach to clients that enables the third-party administrator to act as an extension of a client's HR team. They focus on outstanding personal service delivered by a team of benefits experts and powered by Benefitsolver, Businessolver's benefits technology. Partnering directly with employers and brokers, SelectSource administers benefits plans for hundreds of clients.



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Company Snapshot



Third-party administrator focusing on organizations with 1,000 employees or fewer



Over **15,000 employees** on the BenefitsolverSM platform



Serves clients with a staff of HR and benefits pros **headquartered in Lake Mary, Florida**

Philosophy

Even though SelectSource is targeted to smaller clients, they are committed to offering an outstanding personalized experience that considers the organization's current and future state. SelectSource works with clients to ensure there's a high level of employee and administrator self-service while serving employees an appropriate experience.

In addition to offering benefits administration, SelectSource also provides other best-in-class services including consolidated invoices, COBRA administration, call center support, dependent audits, EOI administration, compliance and payroll. As a one-stop-solution, SelectSource looks to partner with organizations that enable them to deliver on their promise of outstanding service that can grow with client needs and expectations.

Solution

SelectSource chose the Benefitsolver® platform as its benefits administration engine because of its robust functionality, intuitive design and forward-thinking enhancements. By working with the best available technologies that are constantly innovating, SelectSource can support clients' growth into future state, no matter where they start their journey.

Using the Benefitsolver platform, SelectSource's solution set for clients includes:

- ▶ Supported transitions from any environment including insourced, paper-based solutions
- ▶ An employee experience that offers clients the option to leverage advanced functionality such as decision support, mobile access and AI-supported member service
- ▶ A secure, high-quality electronic data interchange (EDI) for carrier files that reduces errors and increases billing accuracy
- ▶ Consolidated benefits billing and reconciliation

Results

Through its partnership with Businessolver, SelectSource has been able to deliver clients access to state-of-art benefits administration that saves money and frees them up to focus on more strategic HR work. Combined with their expert administrators and call center, this has resulted in a best-in-class experience for clients including:

- ▶ Streamlining and automating manual benefits administration processes.
- ▶ Offering employee self-service that helps people understand and appreciate their benefits.
- ▶ Removing the cost of paper-based administration and communications.

It has also meant that clients are able to take advantage of additional services and functionality over time, thanks to Benefitsolver's single-source foundation. The system is continuously updated ensuring SelectSource clients and their employees are always accessing the latest technology. This forward-looking client advocacy is at the foundation of SelectSource's service to clients.

“The Benefitsolver platform helps us provide a high level of support to our clients, and it’s the only ben admin system we use.”

— Angie O’Reilly,
President and CEO

“We often get great feedback from our broker partners on the functionality of Benefitsolver. They want to be able to use it for even more of their clients.”

— Cheryl Chapman,
Senior VP of Sales

Looking for more efficiency, a better employee self-service experience and technology that grows with you? Read [Ten Questions for Finding the Right Benefits Technology Partner](#).



About Businessolver

Founded by HR professionals, Businessolver's unwavering service-oriented culture and secure SaaS platform provide measurable success in our mission to provide complete client delight. Since 1998, Businessolver has delivered market-changing benefits administration technology supported by an intrinsic responsiveness to client needs. We create client programs that maximize benefits program investment, minimize risk exposure, and engage employees with easy-to-use solutions and communication tools to help them make wise and cost-efficient benefits selections.



Market-Leading Benefits Administration Technology +
Innovative, High-Touch Services

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