



CAPSTONE

Administrators

*Another Capstone division
making things simpler™*

HEALTH PLAN ADMINISTRATION

CASE STUDY:

Association Administrator Doubles Membership

Capstone Administrators considers
Businessolver an “unspoken partner” in
delivering delight to their customers every day.

With a specialized, deep knowledge of the pooled health insurance space, [Capstone Administrators](#), a large association administrator and consulting firm, was looking to grow with a state-of-the-market benefits technology partner. They wanted to combine their almost obsessive focus on client and individual service and their domain expertise with a flexible, scalable delivery platform to bring a solid solution to their market.

When it comes to benefits administration, Capstone Administrators is a roll-up-your-sleeves kind of provider. Since they service plans with different types of groups, they needed infrastructure they could easily configure themselves to meet the needs of each client. Their goal: To provide seamless, secure, state-of-the-market delivery to a varied and growing client base while making their clients’ days less hectic, less complicated and more efficient.



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Company Snapshot



Indianapolis-based benefits administrator specializing in **trade associations** around the country



Services over **21,000 employees** in more than 15 pooled groups

Also serves **MEWAs** and **single employers**



Division of the Capstone Group, founded in **2005**

Challenge

When you are called to serve over 21,000 members, you can't really settle for a solution that requires you to say "no" to your customers. So, when looking for a benefits technology partner, Capstone Administrators focused on an approach that would enable them to consistently say "absolutely!" They needed strength and flexibility across the board, along with unparalleled accuracy.

Solution

Businessolver's benefits technology platform, Benefitsolver®, had everything Capstone Administrators needed to serve and expand their customer base, including:

- ▶ An easy-to-configure platform that allows them to do their job as plan administrators
- ▶ A single database for all insurance carriers that ensures accuracy and allows for consolidated billing
- ▶ An easy-to-use enrollment site for employee self-service
- ▶ COBRA functionality that's automated and integrated into the system

Results

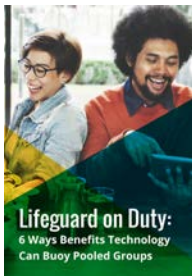
Since leveraging Benefitsolver as part of its administration engine, Capstone Administrators has enjoyed steady and significant growth over the last five years, more than doubling their employee base from 9,200 to more than 21,000.

And, Capstone Administrators expects to see even more growth in the coming years, attributing part of their success to the Benefitsolver platform as a differentiator in both their marketing strategy and their service delivery. In fact, they think of Businessolver as an “unspoken partner” they rely on to provide day-to-day client delight. For them—a company truly dedicated to taking care of people—there’s nothing more important.

Learn More

Find out how the right benefits technology can support your pooled groups.

Read this short e-book



Client Testimonies

“We’re absolutely convinced our jobs would be a lot more challenging without Benefitsolver.”

Aaron Curtis, Principal

“The security of the Businessolver solution is definitely something our clients care deeply about, and that strengthens our competitive position.”

*Mark Lamberth,
Senior Vice President*

“We’re able to leverage the Benefitsolver platform to set up and maintain billing modules that ensure accuracy and accountability.”

Rachel Smith, Vice President

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 Technology
+ Innovative, High-Touch Services

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