



CASE STUDY:

Global Entertainment Company

Choosing Businessolver® as its new benefits administration partner was easy. However, creating the buy-in needed to make the change successful required strategic planning for supporting both employees and key stakeholders.

Company Snapshot



Nearly **30,000 employees**
in 17 countries

More than **35 FEINs**



Complex benefits delivery
structure



Poor prior employee
experience

Challenge

Unable to successfully manage the complexity of the company's benefits delivery structure, the previous benefits technology vendor couldn't meet the required level of service. "There was lots of disarray, disorganization, and problems with billing," says the company's director of benefits.

The team identified clear goals for needing a new benefits administration technology platform that could integrate with their payroll system, reconcile its benefits billing, and provide employees with one home for all benefits information and data.

Having worked with Businessolver® in a previous role with another company, the benefits director recounts that, "I called my broker and said, 'I know who I want.'"

Solution

After a quick RFP and implementation, Benefitsolver® was up and running in time for Annual Enrollment. Winning over the hearts and minds of employees was key. “The disorganization before had left employees confused, so the challenge going forward was, ‘Is this going to be any better, or just different?’”

To turn the tide of skepticism, the benefits team convened key influencers to be part of the testing phase during implementation. “That’s my advice — include the influencers, the ones who will criticize first. If they’re engaged, they’re the ones who will be the biggest cheerleaders later.”

Key Takeaways

- ▶ **Build time for testing.** The company assembled test groups for new hires, life events and then Annual Enrollment, so that “by the time we fully went live, the system wasn’t really ‘new’ anymore.”
- ▶ **Phase it in.** SSO went live for employees first, followed by COBRA administration, and then AE — making for a smoother implementation process.
- ▶ **ID key internal support.** In addition to the benefits team, convene other internal stakeholders from payroll, HRIS, IT/digital services, and legal as part of the core internal group.

Client Testimonies

“Businessolver isn’t just a vendor; they’re a partner. I’ve never once felt unsupported.”

“The Businessolver team has a can-do mindset for solving problems. They provide the solution they promise, stand behind it, and get it right the first time.”

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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