



PAE

CASE STUDY:

Mission Accomplished:

American defense and government services contractor PAE enlists Businessolver® as its partner on the front line to administer benefits to its large and complex international workforce.

We take a lot for granted — cell phone service, GPS, etc. Priorities shift, however, if you're on assignment in a war-torn foreign nation, based in a remote telemetry services station, or conducting research in Antarctica. To ensure its employees could get the support they need, global contractor PAE joined forces with Businessolver to streamline benefits administration and improve employee experience.

Company Snapshot



Provides **mission support** to the U.S. government and its partners



Powered by **12,000** employees in **60** countries on all **7** continents

Challenge

With employees working in diverse roles across the globe, including some of the world's most challenging regions, PAE found it difficult to achieve consistency in delivering and communicating their benefits to employees. Add in that their benefits team is bound by dozens of separate collective bargaining agreements, and you get an unparalleled level of complexity. Businessolver's mission was clear: achieve streamlined benefits administration and uniform employee experiences.

Solution

Given the benefits complexities and internet connectivity issues in some of the contractor's more remote areas, the switch to Businessolver solved two problems at once. First, it provided all employees with a single resource for enrollment, service, and support. Secondly, the Businessolver service center helped ensure employees wouldn't fall through the cracks just because they were based in distant, unconnected locations.

Flexibility in Action

Businessolver's flexibility was put to the test during one of PAE's acquisitions in 2019. Within the first 30 days of acquiring the group, PAE's dedicated Businessolver team built out six new benefits packages, rebuilt a last-minute change on supplemental life for union employees, and supported changes to the union fringe. The team also implemented a last-minute change to the union cost-share, and implemented a quality assurance process necessary to enforce language in the union's collective bargaining agreement.

"I truly appreciate the work that was done," Kehoe added. "It's important that we keep our union relations amicable, and it is equally important that we show our customers that we can execute!"

Results

The PAE benefits team has reclaimed its strategic focus. "Before Businessolver, we spent a hugely disproportionate amount of time just fixing problems and putting out fires," Labor Relations Manager Amy Kehoe says. Post-implementation, the benefits team enjoys a more reasonable 50/50 split between administrative tasks and strategic initiatives.

"I've been in benefits for 40 years, and I've never seen anything like Businessolver — in technology, problem-solving capability, as well as corporate character."

"The platform is scalable — you don't need to offer 100 different benefits packages to get the most of what Businessolver has to offer."



Learn More. Check out this infographic to learn how pooled insurance groups like PAE remain competitive.

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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