

# PROTECT & MAXIMIZE: TECHNOLOGY

## OBJECTIVE:

Leverage technology to ease administration, enhance communication and support employee education.

## CLIENT CHALLENGE

A large employer has **two team members** responsible for managing their robust benefits program for **2,000+** employees across **30 locations**.



### IN ADDITION TO LIMITED RESOURCES, OTHER CHALLENGES INCLUDE:

- 100% Paper Enrollment
- Limited Communication and Education
- Low Benefit Perception Scores
- Low Participation in Benefit Plan Offerings
- Complex Premium Strategy with 20+ Benefit Classes

## TRUENORTH'S SOLUTION

TrueNorth's Benefits Technology Team conducted an in-depth discovery to evaluate the company's current processes, and assisted with vetting requirements to offer **online enrollment**. We offered system demonstrations and helped their team present to their insurance committee. Then, we worked with our strategic partner to create a plan for **company-wide implementation** and **training**.

Now the employer offers a **completely paperless** benefits enrollment process and management system. **THE EMPLOYEE EXPERIENCE HAS IMPROVED:**



Average enrollment is 5 minutes or less



Participants can consult with dedicated support via phone or email



Access personal benefit information 24/7 on the school district's portal



Utilize a mobile app for educational resources

**Today, our client** manages their benefits program more strategically, can generate reports to evaluate their program offerings, and automate the processes related to participation tracking, payroll deduction reports, carrier connectivity, invoice reconciliation and more!

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