



CASE STUDY:

MANUFACTURING

Manufacturing Company Pioneering Employee Benefits Experience

Workforce 2,600 employees

CHALLENGE

Since 1905, this manufacturing company has been making products essential to our nation's water infrastructure and, in turn, our nation's public health and safety. Not only is the company an innovator in their industry, but they are also pioneers in employee relations, with their commitment to the well-being of its workforce. To continue its growth and workforce expectations, the client had alleviate several challenges.

- ▷ Difficulty with the previous benefits administration system; a better, more user-friendly platform was needed
- ▷ No active enrollment in decades; the desire to have someone meet with every employee to educate them on benefits
- ▷ Very employee-focused company and wants to provide a high level of service and support to allow HR to focus on other benefits initiatives.
- ▷ Besides already stretched thin team, a long-time team member retired.

OPTAVISE SOLUTIONS

Optavise provides benefits guidance to help employees make informed healthcare decisions, whether administering benefits, reporting on ACA requirements, enrolling annually or during new hire onboarding, or shopping for care throughout the year.

With a quick and seamless implementation, Optavise was able to remove the administrative burden and enhance HR corporate initiatives. Plus, an active engagement approach to education, communication, and enrollment of benefits ensured that employees were more informed, the benefits department felt supported, and corporate objectives were met.

RESULTS



65%

1:1 SESSIONS

between employees and Benefits Educators



67

NPS SCORE

client implementation



38%

utilization rate



45% & 53%

of employees enrolled in Accident and Critical Illness voluntary benefits, respectively, during last open enrollment



Initially, we were a little nervous because it was a new concept for us, a culture change. We continue to have a great experience with this group, and we expect continued growth with Optavise now that we have set up OE, and we look forward to our partnership.

- Vice President, Benefits