

CASE STUDY

Business Challenge

A chemical products company with strong ties to its community was in dire need of an overhaul to its existing voluntary benefits program: manual paperwork was inefficient for the employee and Human Resources staff and complex billing resulted in numerous errors and necessitated additional work by all parties to rectify. Despite the clear need, the employer was unwilling to change unless they felt the program would meet all organizational expectations.

OBJECTIVE	BENEFITS ACHIEVED
Eliminate manual paperwork	WeCare technology eliminated manual paperwork for enrollment and service requests
Process enrollments and changes quickly and accurately	WeCare technology resulted in fast, accurate enrollment and change request processing; Human Resources administration was significantly reduced
Maintain good employer relationships with employees and the community	A high value benefits program with intuitive technology resonated with employees

Solution

After a thorough review process, the Aflac broker recommended AmWINS Advantage powered by WeCare™ as the preferred administrator of group voluntary products to the company's 1,400 eligible employees. AmWINS Advantage delivered as promised, creating electronic efficiencies in the election change process that significantly reduced work for the employee and Human Resources.

Results

The Human Resources team re-allocated previously sourced hours to high-value organizational projects further benefitting the company. The company retained its good standing with employees and in the community. Lastly, the seamless enrollment—as promised by the Aflac broker—helped solidify the client relationship for years to come.

FOR MORE INFORMATION, PLEASE CONTACT:

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