



CASE STUDY

Retooling Benefits Administration for the New Era

A construction company gets a modernized approach to benefits management and the right provider for support



Opportunity

American political, corporate, technical and cultural approaches to health and welfare benefits have radically changed since the turn of the century. After more than 15 years with the same benefits module, this U.S.-based construction company with more than 20,000 employees needed a new solution for administering benefits. But finding the right approach and the right provider to modernize their benefits administration was a daunting task.



Imagining IT Differently

ISG assessed the internal, shared-services approach the client was building for human resources, payroll and benefits and decided the best way to meet its benefits administration needs was to support the shared services, utilize a best-in-class benefits application and outsource certain back-office administrative functions. Then ISG helped the client successfully search for a health and welfare administration provider that could deliver a new platform, an enhanced employee web experience and the right tools to help its shared services group work more efficiently.



Future Made Possible

- Much improved web experience.
- Reduced and simplified manual processes.
- Improved communications capabilities.
- Ability to support future plan design needs.



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