

A smooth transition that led to a seamless implementation



Industry: Retail



1,700 benefit eligible employees



Challenges

- Two distinctly unique brands required flexibility and customization
- System issues went unnoticed during testing by previous administrator, causing downstream impact
- Excessive number of change orders, resulting in unexpected costs

How Aptia delivered

- 1 Delivered greater flexibility and customization for each brand
- 2 Followed a proven testing process to ensure flawless execution upon go-live
- 3 Featured a tenured team of benefits administration experts who are proactive, responsive and transparent
- 4 Offered strategic guidance on best practices

Proven results

Developed a **strong partnership** with mutual trust

Enhanced processes to drive **operational efficiencies**

Executed a **successful implementation** and open enrollment

Client satisfaction

89

Overall
Implementation
Net Promoter
Score



“Everyone was extremely helpful and responsive to all of my inquiries and quick to provide guidance.”

“Excellent implementation team. On top of everything, they were informative and awesome to work with. Highly recommend.”



Let's bring peace of mind back to benefits together