



Scalable Support. Real Results.

When HR teams are stretched,
Aptia steps in



Challenge

A mid-sized organization was facing increasing pressure on its internal HR resources. With a small benefits administration team, the organization struggled to manage a growing volume of day-to-day tasks, rising staffing costs, and the transition of a key team member to another HR function. Strategic initiatives were put on hold, and maintaining service levels became increasingly difficult.

Recognizing the need for immediate, knowledgeable support, the organization turned to Aptia's Operations Support Services (OSS) team, bringing in specialized expertise to stabilize operations and drive results.

When internal HR teams are stretched thin, Aptia's OSS team provides immediate, knowledgeable support. Whether you need help covering day-to-day tasks, managing vendor relationships, or supporting Open Enrollment, Aptia offers embedded expertise without adding headcount. Aptia specialists integrate seamlessly with your team to stabilize operations, boost productivity, and protect service quality.

Solution

What started as a six-month engagement evolved into an 18-month collaborative partnership. Working alongside internal HR, the Aptia team members not only completed assigned tasks but identified additional areas to assist. They participated in weekly meetings, responded to employee and vendor requests, and became a dependable extension of the client's HR function.

Behind the scenes, Aptia also created a comprehensive benefits administration guide, improved internal processes, supported open enrollment, and streamlined the monthly billing workflow.

The Impact

Over time, the Aptia team members became trusted partners and someone the client could rely on to handle both day-to-day operations and ad hoc requests. Their presence allowed the internal team to shift focus back to strategic priorities, while ensuring uninterrupted service to employees and vendors.

The Aptia Difference



On-time completion of benefits administration work



Continued service quality despite internal transitions



Smooth support during open enrollment and off-platform benefits tasks



Documentation and process improvements that benefited future team members



Flexible exit strategy that enabled service to end naturally without needing to terminate an employee

Results at a Glance

- Embedded Aptia expert within the client's team
- 18-month partnership
- Two internal extensions due to success
- Time saved for client's internal staff
- Process guide created for lasting value



Aptia's dedicated team will work with you to discover your unique needs and meet your goals as a trusted member of your staff.

Need extra hands without the headcount?

Discover how Aptia can deliver seamless support when your organization needs it most. Visit aptia-group.com to learn more.



Aptia is a trusted provider of pensions, health, and insurance solutions, with offices in the UK and US, supported by shared services in India and Portugal. It manages programs covering over six million people and serving more than 1,100 clients. Aptia delivers efficient and reliable solutions that ensure the smooth management of pension plans and employee benefits programs. The dedicated team of experts combines in-depth knowledge with leading technology to simplify the administration process.