



Creating Space for Strategy

How Aptia Helped an HR Team
Refocus on What Matters Most



Client Challenge

A large client with a lean HR staff was overwhelmed by the volume of employee inquiries and benefits-related issues. The client needed an experienced partner to manage day-to-day inquiries, reduce the backlog, and create the space for HR to concentrate on high-value initiatives. Following the acquisition of a new company, the team faced added complexity:

- Need to harmonize HR, payroll, and benefits administration systems across two companies
- Thousands of employee inquiries competing with strategic priorities
- Backlog of 400+ unresolved emails in the benefits inbox
- Employees frustrated by delays in response and lack of self-service options

Aptia's Approach

Aptia deployed a dedicated benefits administration expert who became an extension of the client's team. Key actions included:

Inbox management



Resolved more than two years of benefits-related emails, handling an average of 80–100 new inquiries per week with a 24-hour turnaround time.

Backlog elimination



Cleared approximately 400 unanswered emails within 2–4 weeks.

Process improvement



Created documentation to standardize responses, including FAQs and guidance for both benefits and non-benefits inquiries.

Self-service enablement



Redirected employees to appropriate internal tools and resources, encouraging adoption of self-service options.

Operational support



Facilitated carrier payments, expedited enrollments, and reviewed high-level claims to reduce errors and delays.

Knowledge transfer



Delivered training and documentation to ensure the client team could sustain improvements long-term.

Results at a Glance



Improved employee experience:

Employees received the responsive, reliable service they expected.



Strategic refocus

The HR team redirected energy to business-critical initiatives, including completing the acquisition and implementing a new benefits administration system.



Trusted partnership

Aptia became a reliable partner supporting employees, vendors, and HR staff.



Sustainable practices

End-of-project training empowered the client to handle inquiries effectively moving forward.



Ongoing value

Aptia continues to support the client with benefits administration and additional services today.

The Takeaway

By stepping in as a trusted partner, Aptia transformed an overloaded HR function into a responsive, strategic team. Our combination of **expertise, operational support, and process discipline** allowed the client to not only clear an overwhelming backlog but also sustain improvements ensuring both employees and HR leaders thrive.



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.