

Accelerated implementation in action



Secure logistics and cash management
of lives: 587

Challenge

The client faced an aggressive eight-week deadline to launch an open enrollment (OE) solution for a newly acquired employee population, but the timing of the acquisition made it impossible to integrate the group into the existing benefits administration system before OE. They needed an independent platform that could manage OE end-to-end while meeting compliance requirements, ensuring usability, and enabling fast execution.

Beyond capturing elections, the solution also had to deliver immediate, accurate reporting so data could be quickly transformed and loaded into the client’s current system, which was critical for meeting carrier file deadlines and ensuring new members received ID cards on time.

Aptia’s approach



Delivered Aptia’s first technology-only OE solution on time and defect free, driven by a focused team that ensured a smooth client experience.



Trained the client’s HR benefits team to confidently handle employee questions without call center support.



Deployed system-generated OE emails, including a launch notice and timely reminder, to keep employees aligned and drive on time election completion.



Provided instant post-enrollment reporting for rapid election processing and delivered a custom file for accurate downstream data flow.



Built and launched a custom case management tool enabling the HR team to log, track, and resolve employee inquiries with full visibility throughout OE.

Results & Impact



Sustained a green project status throughout the project, delivering go-live with no escalations, no data remediation and no missed milestones.



Delivered rapid configuration and deployment driven by clean, 100% error-free HRIS data.



Achieved zero defects during testing, reflecting the high quality of the implementation and meticulous attention to detail throughout the accelerated timeline.



Delivered a smooth, intuitive enrollment experience with minimal employee inquiries (**≈2% or 13 cases**). **78%** of eligible employees (**456**) completed enrollment through self service, with only **0.7%** (**4 employees**) requiring HR assistance.

What Made It Work



Trust
Enabled fast decisions, shared accountability, and confident execution.



Ease of Working Together
Built a smooth, low-friction rhythm that accelerated outcomes.



Transparency
Provided clear visibility into progress, risks, and decisions, preventing surprises.



Proactive Communication
Anticipated needs, set expectations early, and kept stakeholders aligned.



Partnership
Worked as one team with shared goals, strong collaboration, and seamless handoffs.



Professionalism & Expertise
Delivered seasoned guidance and disciplined execution, matched by the client’s strong preparation and responsiveness.

Voice of the Client

Survey results included five perfect 10s and one 9, with strong praise for the platform’s ease of use, effective training, and the team’s professionalism.

“I love the product/process using Aptia. It was so easy to maneuver through.”

“It was a pleasure working with the team at Aptia. They were very professional and knowledgeable... I also was blown away by the platform capabilities, reporting, and features. 10/10 experience!”

“We had a fabulous team who was very thorough and took the time to make sure we were educated and well informed. They were great partners in ensuring the experience was great for employees, as well as practitioners...”

“The program was very user-friendly, and questions and issues were addressed very quickly and efficiently.”

When challenges get complex, Aptia delivers clarity and confidence. Discover how your organization can benefit from confidence with Aptia.

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