

# Precision at scale: A seamless benefits implementation

**Client**



**Retail**

1,700 benefit-eligible employees  
(across two unique brands)

## Challenge

The client's previous vendor struggled with system inflexibility, leading to downstream errors and unpredictable costs from excessive change orders.

## How Aptia delivered

Aptia delivered a tailored configuration for each brand, supported by a proven testing process and an experienced implementation team that provided transparent, proactive guidance.

## Proven results

**A strong partnership built on trust**

**Enhanced operational efficiency**

**Smooth open enrollment**

## Client satisfaction



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.”

## How AptiaOne offers even more

These results reflect Aptia's proven service approach. And when service is combined with advanced technology, AptiaOne enables:

**Structured workflows** to automate processes and prevent errors

**Embedded guidance** for intuitive administration and employee selection

**Capacity foresight** to anticipate risks and manage peak periods

**End-to-end transparency** for real-time visibility and control

[See AptiaOne in action](#)

The results presented reflect Aptia's current service delivery model. The client featured is not yet live on AptiaOne. AptiaOne is designed to extend beyond most of the capabilities of our current platform.