

Extending a client's benefits administration team

Operations support services

Overview

A growing organization needed additional operational support to keep its benefits administration running smoothly while freeing internal resources to focus on higher-value, strategic initiatives. By partnering with Aptia for Operations Support Services, the client gained a seamless extension of their benefits administration team without increasing internal headcount.

Challenge

The client's small benefits administration team was stretched thin by day-to-day tactical responsibilities. Core activities such as billing reconciliation, eligibility file management, and open enrollment administration consumed the majority of the team's time and energy.

As a result, the team lacked the capacity to:

- Step back and focus on strategic benefits initiatives
- Improve processes and documentation
- Proactively support employees and vendors
- Scale operations without added strain

The client needed a partner that could step in quickly, integrate seamlessly, and deliver operational excellence without disrupting existing workflows.

Aptia's approach

Aptia acted as a fully integrated extension of the client's benefits administration team, embedding experienced operational support aligned to the client's processes, timelines, and priorities.

Key elements of the engagement included:



Developing and standardizing processes for billing, eligibility file management, and open enrollment



Providing hands-on operational support across ongoing benefits administration activities



Serving as a trusted point of coordination between employees, vendors, and internal HR stakeholders



Bringing structure, consistency, and documentation to historically manual or ad hoc processes

Throughout the engagement, Aptia operated as a true partner, adapting to the client's needs, aligning to their cadence, and maintaining continuity across benefits cycles.

Results & impact

By extending the client's benefits administration team, Aptia delivered immediate and lasting value.

- Created meaningful operational capacity, allowing the internal team to focus on strategic initiatives rather than day-to-day execution
- Improved consistency, accuracy, and reliability across billing and eligibility processes
- Enhanced the employee experience through more responsive and reliable support
- Strengthened vendor coordination and reduced administrative friction
- Delivered measurable cost efficiencies by optimizing processes without increasing internal headcount

Most importantly, the partnership transformed benefits administration from a reactive function into a more stable, well-supported operation.

Ongoing value

Aptia established itself as a long-term, trusted partner, supporting employees, vendors, and HR team members while continuously reinforcing operational best practices. The client now benefits from a scalable support model that adapts as needs evolve, ensuring both operational excellence and strategic focus moving forward.

Bottom-line takeaway

By extending the client's benefits administration team, Aptia helped shift the organization from tactical overload to strategic impact, delivering better experiences, better outcomes, and the capacity to focus on what matters most.

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

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