

Save Time and Work Smarter. Improve Service.



Are you experiencing service issues or suffering from rising costs? Maybe you've been experiencing high staff turnover or facing recruiting challenges either internally or with your service provider? Are you struggling to implement new benefit choices, options, providers or new technology? Are you challenged with processing backlogs and limited ability to measure productivity due to inefficient and highly manual work processes? Is it difficult to gauge ROI for the benefits you offer? Is the software or providers the right fit for your strategic direction or have you suffered from system downtimes? Now might be the time to explore ways you can fine-tune, update or completely transform your benefits delivery.

Working across benefits administration and HR solutions

For more than 30 years, Segal's Administration and Technology Consulting (ATC) Practice has provided organizations with solutions that help them improve the efficiency and cost-effectiveness of their benefits administration. Our services support efforts to reduce administrative expenses and related technology costs (both acquisition and total cost of ownership), improve the quality of services delivered to participants, reduce reworks and increase productivity to help you achieve success in delivering on your strategic benefits objectives. We will leverage proprietary data to provide benchmarking insights that allow you to measure and optimize your operations. Based on your needs and circumstances, we'll recommend solutions designed specifically for you.

Our services span across people, processes and technology and include:

- AI advisory assistance
- Benefit administration solution assessments
- Business model feasibility studies
- Change management
- Contract management
- Crisis management planning
- Cybersecurity solutions
- ERP system support
- HR-related training
- Implementation oversight, management and support and quality assurance
- IT assessment and planning
- Operational reviews
- Organizational and staffing reviews and redesign
- Policies and procedures
- Process re-engineering and best practices
- Project management services
- Recruiting, onboarding and succession planning
- Requests for proposals (RFPs) and procurement
- Salary studies
- Security, risk and compliance assessments — internal and external
- Service provider searches and implementation management, support and contracting
- Staff augmentation
- Vendor performance monitoring
- Virtual CIO services

To learn what you need to do now to ensure the future success of your benefits administration, please get in touch.

Contact



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Segal is a leading global employee benefits and HR consulting firm delivering trusted advice that improves lives. Visit segalco.com.

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