



Streamline and Automate Your Benefits Administration

Administering benefits can be challenging, especially in today's ever-changing environment.

When it comes to benefits information, your people expect easy access and excellent service. To meet those expectations, your benefits administration system should seamlessly automate your processes.

What are the key signs for determining whether your administration office will benefit from an operational review? Are you experiencing friction points in your processes? Are your processes more manual than automated? Are you concerned about financial and regulatory compliance? Are you providing a high level of participant services? Are your staffing levels adequate?

Segal's Administration and Technology Consulting (ATC) Practice professionals will work with you to automate your benefits administration processes, leverage technology and optimize your organizational structure so that your benefit fund can provide efficient, effective and high-quality services to participants. This comprehensive approach can help you achieve your short- and long-term goals. Our operational reviews include obtaining a thorough understanding of your workflows, identifying areas of need and recommending practical solutions.



Identify issues

Segal's assessments will identify the areas of your benefits operation that need fine-tuning and updating, as well as areas that may need to be completely transformed.



Improve processes

Once we've identified where your friction points are, we'll work closely with you from start to finish on key improvements.

We can automate processes, assess technology, consider staffing needs, compare costs, manage change and more.



Implement solutions

We'll get you everything you need to function efficiently and effectively. Our team can recommend the right organizational structure, redesign workflows, suggest new technologies and establish performance monitoring to ensure your success.



Develop new ideas

Improvement never ends. As you continue your benefits administration evolution, we'll continue to look for new friction points that can benefit from automation and redesign.

Your solution, not any solution.

In everything we do, we work with you to develop the solution that fits your situation, specific goals and needs.

We can reduce operational friction and increase your automation through:

- Workflow redesign and change management
- IT assessments
- Staff recruiting, succession planning and compensation studies
- Third-party administrator selection
- Market analysis, feasibility studies and benchmarking

The actions you take now can help ensure the future success of your benefits administration office.

Contact



Jeff Mills
VP, Practice Leader
jsmills@segalco.com
301.908.3014



Amy Timmons
SVP, Senior Consultant
atimmons@segalco.com
303-601-8548

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