



CASE STUDY: NATIONAL AIRLINE

National Airline Carrier Accelerates Focus on Benefits Transformation

Workforce 12,000 U.S.-based employees nationwide

CHALLENGE

This national airline carrier operates daily flights across the United States, Latin America, the Caribbean, and Canada causing extreme challenges with employee benefits administration. This client knew they had to improve several benefits challenges, including:

- ▶ Lack of benefits awareness and appreciation of new plans by employees
- ▶ A complex employee population spread across the nation with multiple unions and benefit classes
- ▶ Lean HR team with limited capabilities during open enrollment
- ▶ Significant union population

OPTAVISE SOLUTIONS

The airline partnered with Optavise to support employees during the open enrollment process and improve internal efficiencies in managing the administration of the benefits.

In a short period of time, Optavise implemented a multi-module benefits enrollment and administration system to help manage, communicate, and enroll employees in the benefits process.

RESULTS



**40%
INCREASE**
in HDHP participation



**INCREASED
TIME**
for the HR team to focus on strategic initiative



**IMPROVED
UNDERSTANDING**
of benefits offering with union participants



**ENROLLMENT
TOTALS**
70,000 enrollments completed. Fourteen carrier feeds and 3,250 carrier files sent. Three payroll carrier feeds and 262 files sent.



"Optavise went above and beyond to satisfy the client's every need. They really do provide an amazing service. In addition, their system's flexibility and complex abilities provided this client the ability to accurately manage their benefits department."

- Broker of Record

