

CASE STUDY

Finding the Right Technology Tool Can Help You Streamline Benefits Administration

Executive Summary

Headquartered in New York, NY a national fitness chain faced many challenges to their benefits administration process just ahead of open enrollment. With a workforce exceeding 2,500 employees, and new benefits offerings being made available, the fitness club needed a self-service benefit enrollment tool that would make the enrollment process easy for employees and at a reasonable cost to the organization.

INDUSTRY: Fitness Club

BUSINESS: 2,400 employees nationwide with 400 full time and benefit eligible

LOCATION: Headquartered in New York, NY with Fitness Clubs Nationwide

CHALLENGE

Having recently divested from their parent company, they were faced with budget and operational constraints as a start-up entity. They needed a simple yet scalable HRIS solution that was cost effective and didn't require additional IT administration or costs.

SOLUTION

HUB's HR Workforce Technology Solutions practice worked to identify and deploy a platform that manages all aspects of benefits administration and is self-service by the employee, taking the burden off HR. From initial onboarding to open enrollment, the Employee Navigator benefits administration platform was a perfect fit, as it's a 24/7/365 online portal and is easy to use for both employees as well as HR.

RESULTS

The portal was launched just 8 weeks prior to open enrollment and required little to no training for the employees to use. Employees were able to access their current year benefits and easily manage changes through the online enrollment portal without having to be assisted by HR. This eased the burden of manually managing the volume of changes for their HR team of two, because the enrollment platform does all the work by feeding data directly to the various carriers. Additionally, HR was given advanced reporting training to gain insight into their workforce benefits preferences as well as to maintain compliance with FLSA regulations.

OUTCOME

HUB's EB Workforce Technology Solutions team met the company's tight deadline, and utilizing the Employee Navigator platform was able to build out the platform at no cost. Employees found the platform easy to use and were able to make their benefits elections without having to rely on the HR team.

Workforce Technology Solutions Team



Employee Navigator Platform



Positive Employee Experience during Open Enrollment and Increase HR Productivity

