



Sustainable Benefits:

How Strategic Materials Saves Time & Resources with Benefits Outsourcing

Featured Speaker:

Courtney Scardino | *Regional HR Business Partner* | Strategic Materials, Inc.



Will the webinar be recorded?

Yes!

We will send you a link to the recording after the webinar.



Will the slides be available?

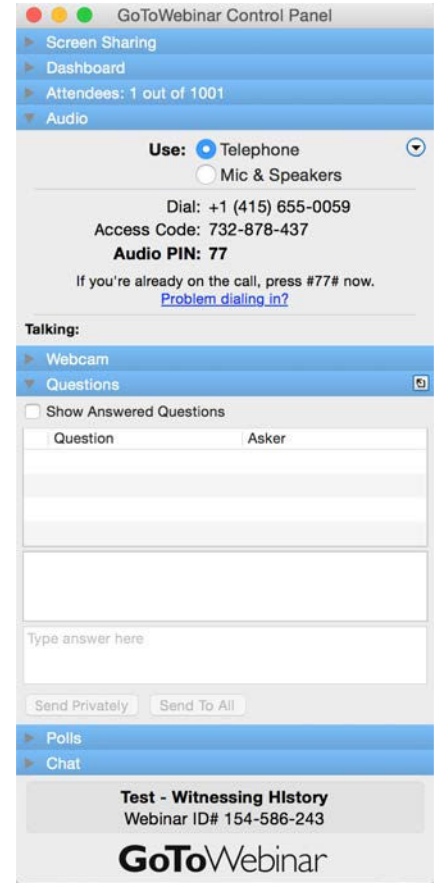
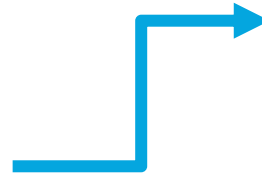
Yes!

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How do you ask questions?

Type your question into
the "Questions" panel





HRCI & SHRM Credit

SHRM: Activity 19-PY9M7

HRCI: 395064



TODAY'S SPEAKERS



Courtney Scardino *Regional
HR Business Partner*
Strategic Materials, Inc.



Nancy Sansom
Chief Commercial Officer
PlanSource



Today's Agenda

- Introduction to Strategic Materials, Inc.
- Challenges
- Selection and implementation
- Results
- Q&A

About Strategic Materials, Inc. (SMI)

A leader in the recycling market



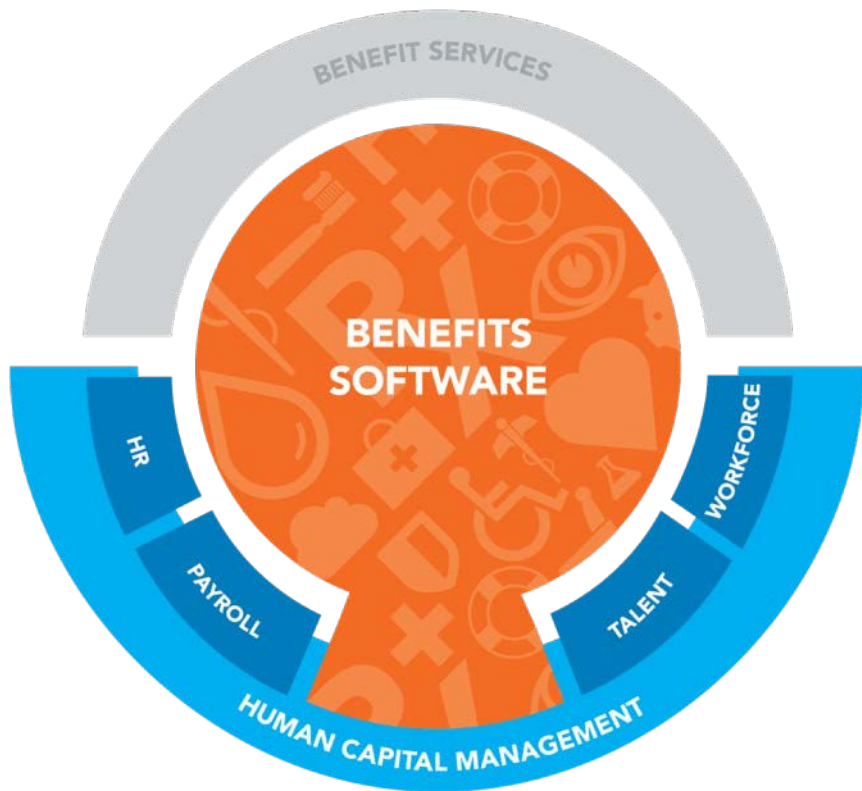
- Headquartered in Houston, Texas
- 40+ operating facilities in North America
- 650 employees
- 6 HR team members
- Remote population that is not computer savvy
- Large Spanish-speaking population



Better Technology for a Better Benefits Experience

PlanSource is a technology company devoted to creating the best benefits experience available.

But we believe what we do goes well beyond technology. We provide benefits software and services to thousands of companies and nearly 4.5 million consumers.



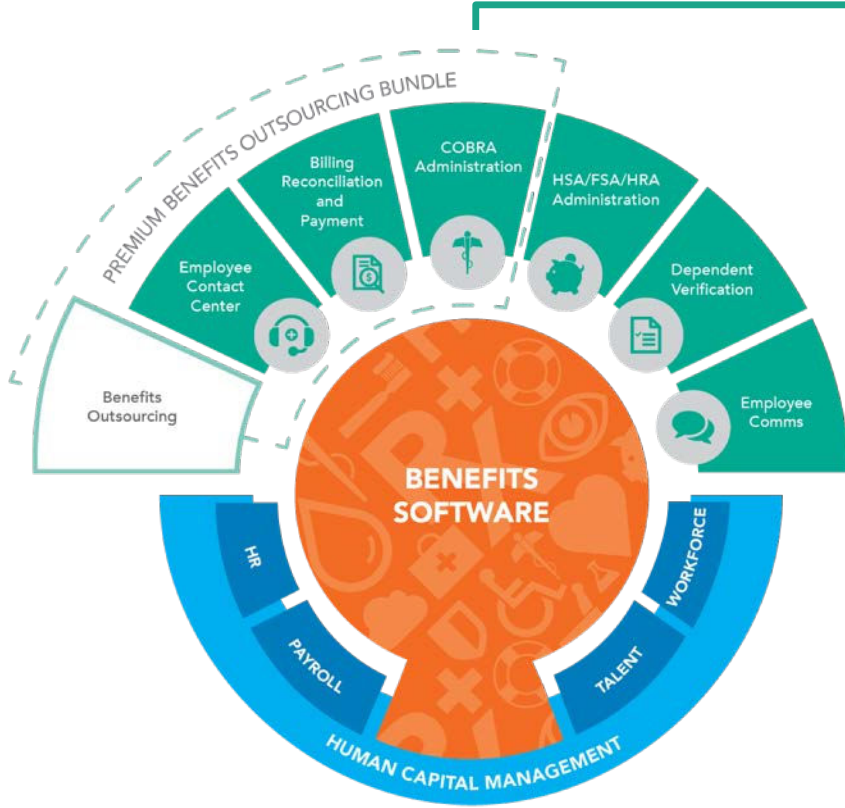
Benefits is What We Do

Benefits administration technology is the center of our universe, and we integrate with leading HCM systems.

PlanSource Benefits Administration

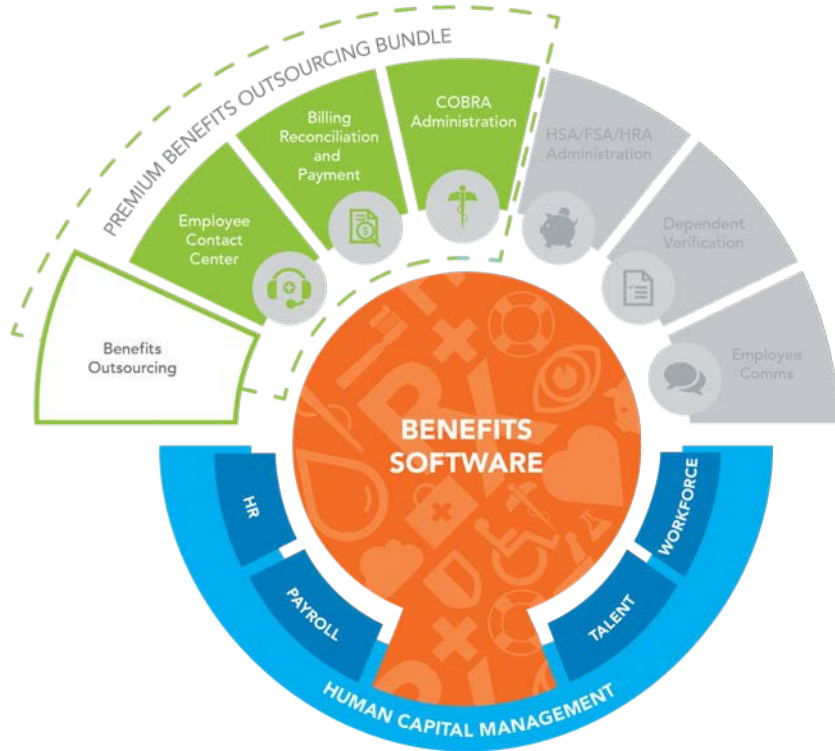
Flexible and intuitive multi-carrier benefits communication platform





Software + Services = Best Benefits Experience

PlanSource offers a full suite of technology-enabled services so our customers can get the most out of their benefits investment.



Premium Outsourcing

Strategic Materials outsources their benefits program to PlanSource, so they can spend less time on administration, and more time on strategic initiatives.



Challenges

Strategic Materials Inc.

How did you handle benefits prior to PlanSource?

Previously used a benefits module within an HCM system

Started with just the technology

Switched to an outsourcing model later

What were the top challenges that you faced prior to PlanSource?

Benefits not a core competency

Long implementation

Lack of business rules to prevent data problems

Minimal configuration flexibility

Lack of communication and follow-up

Minimal reporting



Selection and
Implementation
A better way!

Tell us about your selection process for a new benefits partner.

Engaged with our broker – USI of Houston

Issued a detailed RFP to 5 potential partners

Selected 3 finalists for two rounds of demos

Only PlanSource attended both demos in person

What were you looking for in a new partner for benefits technology and services?

Benefits as a core competency to ensure data integrity!

Branded employee contact center

High-touch implementation with Account Manager involvement

Billing technology and services for reconciliation

Robust reporting and transparency with case management

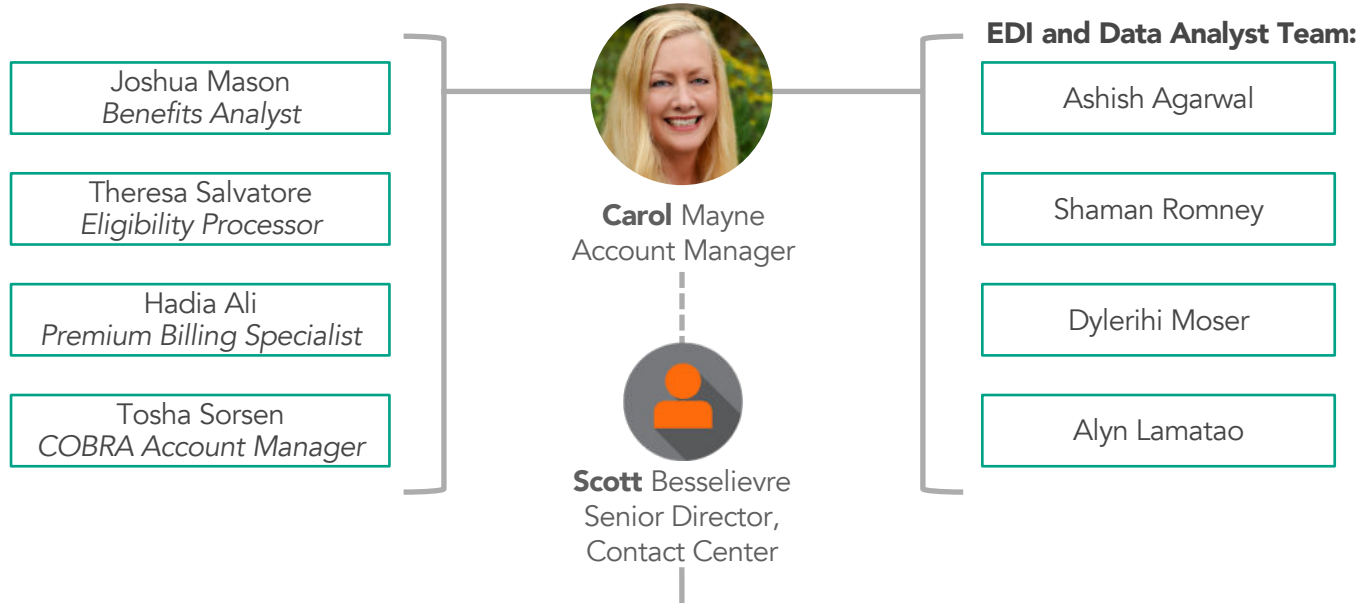


Results

A better way!

The Team for Strategic Materials

The Account Manager is the main point of contact and coordinates the PlanSource team



SMI Benefits Center for Employees:



How was your implementation with PlanSource?

Thorough discovery process (we looked at each scenario)

More configuration flexibility

Account Manager involved throughout

Clear what we needed to do to hit our timeline

Live for employees on 12/3/2018 (< 16 weeks) in time for OE

GuideMe tool is helpful for learning new workflows

What is your top objective related to your employee benefits?

Outside of managing the cost of our benefits package, our objective is to serve employees proactively – to make sure that they understand their options and know that we care about them.

How was the employee experience during Open Enrollment (December 2018)?

Positive feedback from employees

No complaints – for a change!

50%+ completed phone-based enrollment

Used kiosks and iPads in plant locations

What other tasks have you outsourced to PlanSource?

Employee calls – answered now within 50 seconds on average

Reviewing and approving life events and required documents

Monitoring new hire enrollments

EOI communications and approvals

Reviewing and approving other pending changes

A black and white photograph of a woman with her hair styled in a bun, wearing a light-colored blazer. She is looking down at a smartphone she is holding in her hands. The background is blurred, showing other people in a crowd.

Q&A

Get in touch with us

www.plansource.com/getintouch

877-735-0468

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