

“ Growing Pains: Scaling Benefits with Personalized Service



About:

A global industry leader specializing in custom solutions.

Headquartered in the U.S. with operations worldwide, this client provides multi-industry specific needs.

As a fast-paced and growing company, they required a knowledgeable benefits solution partner.

The benefits partner had to provide on-demand service, be an extension of the existing HR department, and ensure employees know what they're entitled to, all with a personal touch.



Challenges and Objectives

During their initial HR audit, it was discovered that the client's HR model was missing one crucial element: personalized service. For a company that specializes in providing their customers with custom solutions, their own employees were stuck with a plan that left them feeling under-supported, resulting in an increased turnover rate and a high percentage of lost talent. No company wants to constantly struggle with the loss of quality workers, so they would need something to set them apart from their competitors. Namely competitive benefits packages, stress-free work environments, and other perks explicitly tailored for each person at their company: custom solutions.

On top of the impersonal status quo, they had grown tired of using outdated, tedious methods for enrollment. It was time to move on to a modern solution.

The Solution

The first step was to partner with ARISTA to strengthen their HR and benefits system to better serve their valued employees. ARISTA also provided on-demand support and cost-effective financial strategies with uninterrupted guidance through enrollment and transitions, allowing their employees to focus on doing what they do best.

A quote from our clients

Arista does a really great job working hard for us.

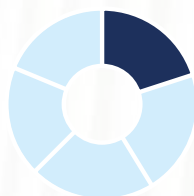
During our [benefits] renewal process, they interceded on our behalf to get the rate as competitive as possible. **The way they handle things, take care of our employees, and answer questions is something you don't get from many companies.** They are highly responsive and engaged. With so many other benefits consultants, the fact that we have remained with ARISTA speaks volumes to the value that we find in the relationship.

How Arista Consulting Group Helped

Using ARISTA's dedicated team, they strengthened their employees' satisfaction with the company's HR and benefits system. ARISTA reformed the existing model with their on-demand support and Employee Navigator software:

- 1 to remove the red tape around benefits questions
- 2 streamline the benefits selection process
- 3 provide in-depth guidance to employees in multiple departments and disciplines

ARISTA smoothed the process of open enrollment and renewal, taking on a leadership role to ensure the client received the most competitive rates from which their employees could choose. With the new HR model, they can now offer their team members a more robust, accessible, and user-friendly HR experience—all in a cost-effective and personal manner: a custom solution for a company that specializes in custom solutions. This system will continue to provide value to their team members in the future as the company looks to leverage ARISTA's online solutions for new-hire orientation and safety training.



The results were an outstanding **20% increase** in happiness with benefits plans, detailed information, and general employee retention.