



From business case to deployment:

Implementing a global benefits technology solution faster and smarter

Employee Benefits Live - 9 October 2024



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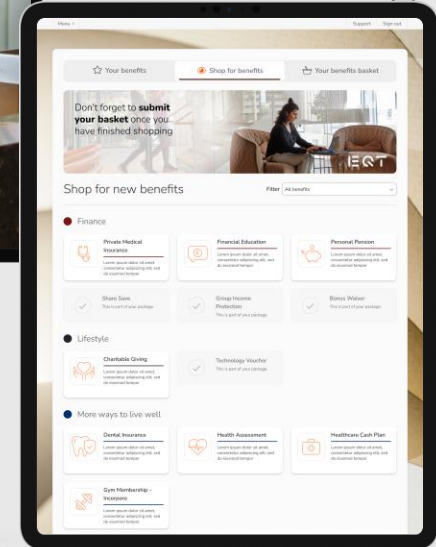
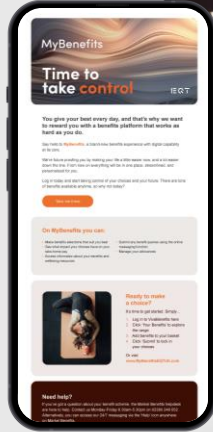
Ian Johnston
Organisational Consultant, EQT

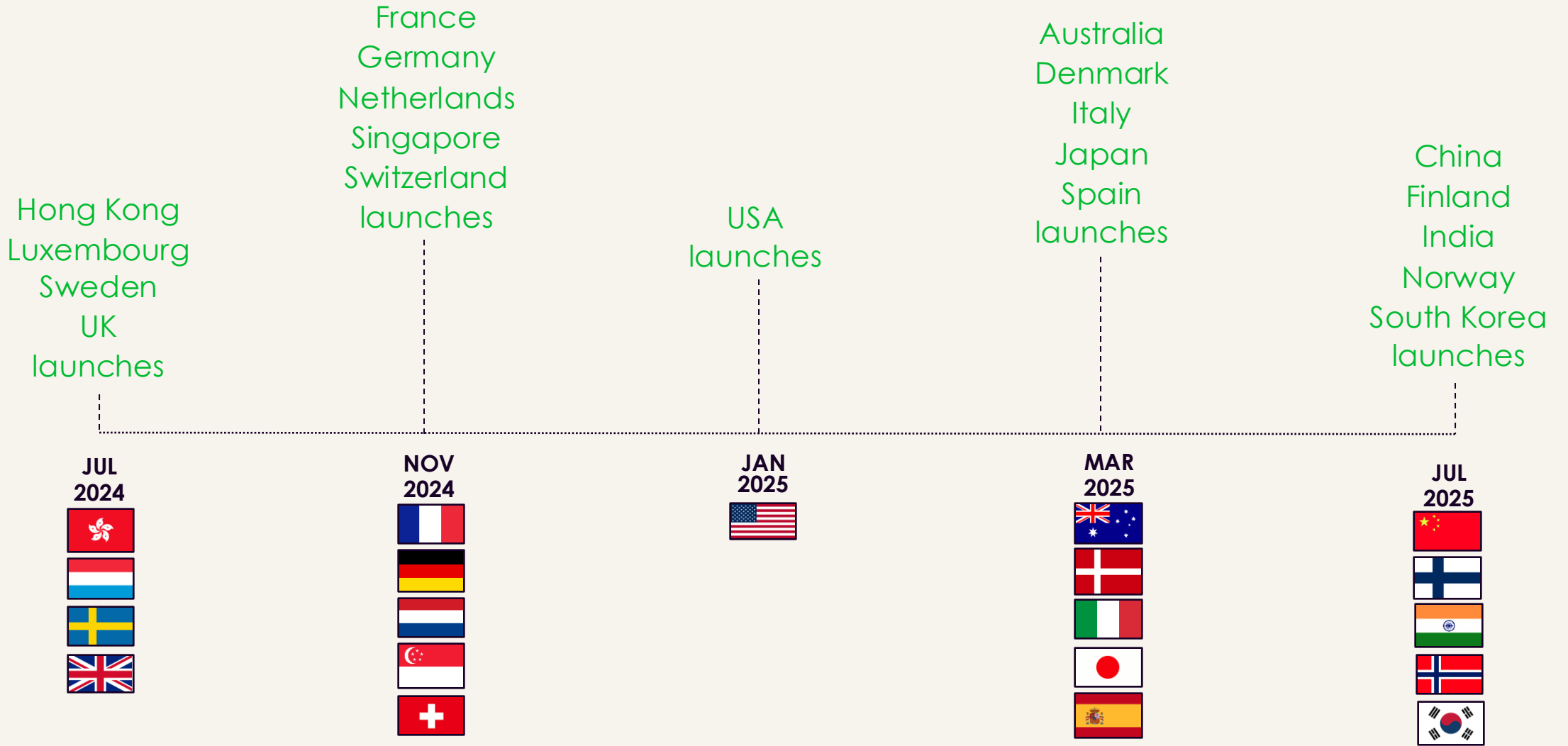


A practical roadmap to building a global benefits technology programme...

1. The business case
2. Good governance principles
3. Global framework for country deployments
4. Considerations for a successful global programme
5. Using technology to support your longer-term benefits strategy







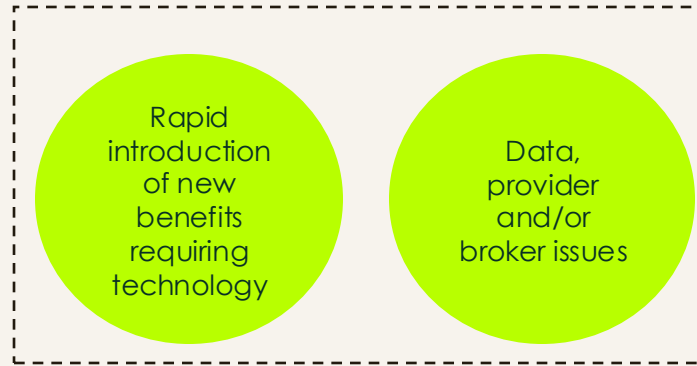
The Rollout of OneHub



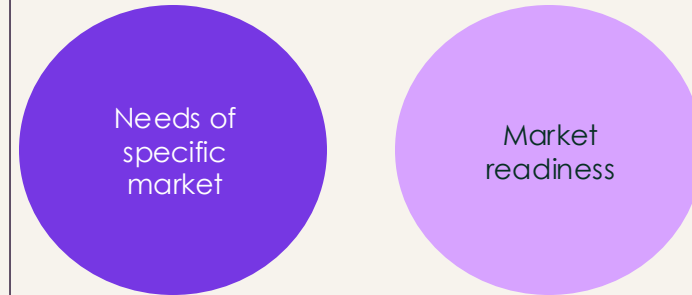
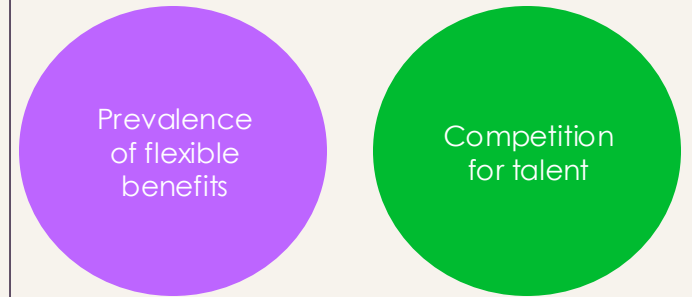
Factors impacting employees or HR



Providers/Data



Market forces



Prioritising countries





India Online Benefits Technology Implementation



Benefex implementation will have saved **177 hours of work over the course of the next 3 years** for Snowflake in respect of India alone.

- Average ticket volume has gone down by 43%.

Employee satisfaction:

- 96% find it easy to find the way around the site
- 98% think that submitting the choices is an easy process
- Only 4% of employees had to
- contact helpdesk

Process & Manual Step Summary

Process	Metric	Before	After
New Hire enrollment	Number of process steps	11	0
Benefit updates (promotions, leaves, changes)	Number of process steps	7	0
Manually updated tracker shared with the broker (various events)	Number of fields to be manually updated	46	0

India Online Benefits Technology Implementation **Digital**
Transformation Score Summary



Process	Before	After	Change
New hire enrollment	14	100	86
Leaving administration	14	100	86
Salary changes	14	100	86
Address changes	14	100	86
Top up insurance administration	8	100	92
Dependents administration	8	100	92
Monthly payroll updates	14	100	86
Beneficiaries administration*	n/a	100	n/a

* Previously administered by the provider



Globally consistent
elements



Country specific
design choices

Principles of a global programme



