

Annual Customer Enrollment Success Metrics and Stories

To delight our customers and their employees, we've been working hard to execute on a service strategy that focuses on people, processes and technology. The entire Benefitfocus team is thrilled to share these **highlights from our customers' fall 2023 annual open enrollment season.**



"I've never seen a service center team work so hard to prepare and deliver for clients. It's our people – their hard work and dedication – who separate us from the rest. They're already planning for the next OE!"

Ralph Bevilacqua
VP, Contact Center

"Benefits can be scary for some enrollees, so it truly warms your heart when they say, 'Thank you for making this so easy for me – I was scared to do my benefits, but you made this so painless!' To know that **I can impact someone's life in such a positive way** makes every day worth it!"

Kathy Williamson
Contact Center Representative

IMPLEMENTATION



100% On-time sign-off and starts¹

75+ Client NPS score for new implementations²



"Overall **really smooth implementation.** Great hand off between PMs and good continuity. Fast and thorough resolution of issues."

CLEANING PRODUCT MANUFACTURER⁴

CONTACT CENTER



100% SLAs met for contact center¹

97% First call resolution¹

96% Employee satisfaction score for contact center¹



"Your support and guidance have been invaluable and **key to a successful open enrollment season.**"

FINANCIAL SERVICES COMPANY⁴

CUSTOMER SATISFACTION

45% Employee utilization of new personalized enrollment guidance³

26% Higher HDHP enrollments for employees using personalized enrollment guidance³



"This OE has gone very well, the feedback on the platform has been amazing, and **we have reached our highest numbers of engagement** that I can recall ever seeing in the past."

CLOTHING RETAILER⁴

Visit benefitfocus.com to learn how we can help you radically simplify benefits through exceptional service and innovative benefits administration technology – and clear the path to easier administration, higher benefits engagement and optimized benefits decisions.