## **Benefitfocus**

# **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 starts<sup>1</sup>

75+ Client NPS score for new implementations<sup>2</sup>



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

CLEANING PRODUCT MANUFACTURER<sup>4</sup>

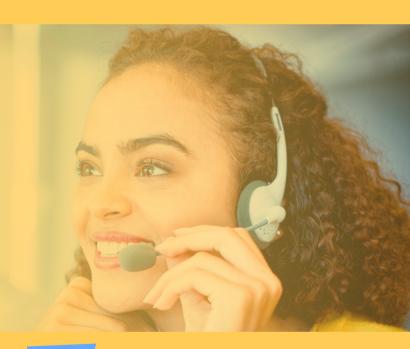
# **CONTACT CENTER**



100% SLAs met for contact center<sup>1</sup>

**97%** First call resolution<sup>1</sup>

**96%** Employee satisfaction score for contact center<sup>1</sup>



#### **CUSTOMER SATISFACTION**

**45%** Employee utilization of new personalized enrollment guidance<sup>3</sup>

**26%** Higher HDHP enrollments for employees using personalized enrollment guidance<sup>3</sup>



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

FINANCIAL SERVICES COMPANY<sup>4</sup>

"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 RETAILER**<sup>4</sup>











Visit <u>benefitfocus.com</u> 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.

# **Benefitfocus**

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- Aggregated Benefitplace™ client metrics from fall 2023 annual open enrollment period for 1/1/24 benefit effective dates
- Average based on 2023 Benefitfocus Net Promoter Score new client implementation survey results.
- Among select client groups using new personalized enrollment guidance functionality in Benefitplace™ fall 2023 annual enrollment period for 1/1/24 benefit effective dates
- 4. Verbatim Benefitplace™ client feedback collected during/after fall 2023 annual enrollment period for 1/1/24 benefit effective dates