

Seamless Integration for Transparency and Time-Savings

Company Overview

QBE Insurance Group Limited is a leading integrated specialist insurer providing risk management expertise across four major divisions—property and casualty, specialty, and crop insurance, as well as reinsurance. Located in 37 countries with 14,000 employees worldwide, the company established its North American presence in 1991 with headquarters in New York.

Challenge

Using a legacy benefits solution that was part of a larger ERP system actually made it harder for QBE to provide a good benefits experience for their employees. Instead of clarity, they had increased complexity. Instead of automation, they had to make major modifications manually. With a four-person benefits team and another HR systems group solely focused on supporting the software, they were still spending an inordinate amount of time adding and changing benefit plans, testing for open enrollment and troubleshooting issues. When they weren't focused on those time-consuming tasks, they were fielding calls and questions from employees.

QBE had created a benefits package their employees could be proud of, but those employees didn't understand the options in front of them. The company needed a more efficient, intuitive way for employees to learn about their options and select the benefits that best matched their needs. At the same time, QBE was looking for a solution to reduce the time spent on manual processes so they could spend more time on strategy. How could they make sure they were getting the best of their benefits and not have their benefits get the best of them?



Industry

Business Services

Number of Employees

3,000 U.S.-based Employees

Solutions

- Benefitplace™ with Health Insights
- Benefits Service Center

Results

- Integrated benefits technology with HCM
- Improved employee engagement and benefits education
- Gained time & transparency to focus on strategy

“The Benefits Service Center is one of the best investments we’ve made! They truly understand our culture and how we would respond to employees.”

Michelle Running

Lead Benefit Analyst, QBE

Benefitfocus[®] Success Story

Solution

QBE chose Benefitfocus Benefitplace™ to streamline the benefits administration and enrollment experience while connecting seamlessly with their HCM. QBE is now able to provide their employees a personalized enrollment experience with integrated plan comparison tools and recommendations based on historical claims data.

“It’s the first tool we’ve used where every employee gave rave reviews and told us how much they learned by using it,” said QBE’s lead benefits analyst Michelle Running. Whereas employees used to require a high level of guidance with numerous questions during open enrollment, QBE saw the shift in employee understanding when, by the end of the first week of open enrollment, they had nearly 100-percent completion.

QBE also selected the Benefits Service Center to help provide on-demand, personalized assistance to their employees, allowing Michelle and her team to take time back to focus on strategy. With the Benefits Service Center’s ability to scale as needed during peak times like open enrollment, QBE was able to reduce overhead while extending their reach.

With the added time to focus on benefit strategy, QBE can take advantage of Benefitplace™ Health Insights to gain greater insight into their health claims with flexible, custom reporting. The ability to drill down into their population’s chronic conditions for monitoring care compliance, as well as to model and test new health plan designs, made insights ready in just a few clicks of the mouse—instead of time-intensive drafts on paper or in spreadsheets. Now, QBE has the transparency needed to control costs today and in the future.

“Benefitfocus takes customer feedback seriously and makes changes based on it. To me that says we made the right choice when we chose their solutions.”

Michelle Running

Lead Benefit Analyst, QBE

Learn how Benefitplace can reduce benefits complexity for you and your employees.

Contact: sales@benefitfocus.com today!