

# Meet In The Middle: Closing the Gap Between Employee & Employer

Carla Adams, Benefit Services Director

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# Today's Agenda

- Introductions
- What Employees Are Saying
- What Employers Are Saying
- How The Two Meet in the Middle
- The Power of Benefits + Technology



# What Employers Are Saying



- **500 HR Leaders (Manager or Above)**
- **Must Be In Benefits, HR or Payroll Decision-Making Roles**

## Survey Background



**91%**

**say employee experience is a top priority for their organization this year**

**51%**

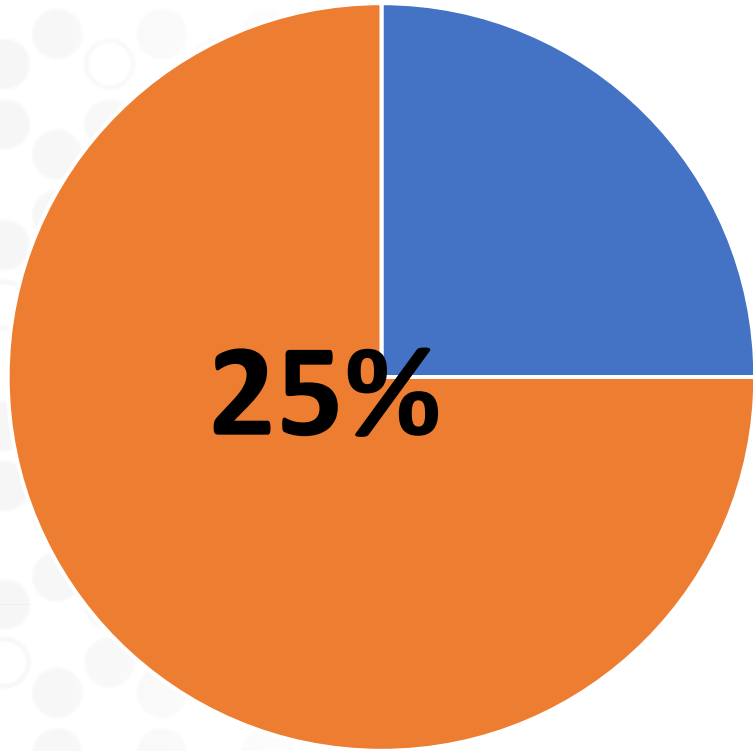
Competing for top talent is HR's biggest stressor (**what keeps them up at night**) – **#1 answer**



10%

of employers say their benefits are their most valuable recruiting tool

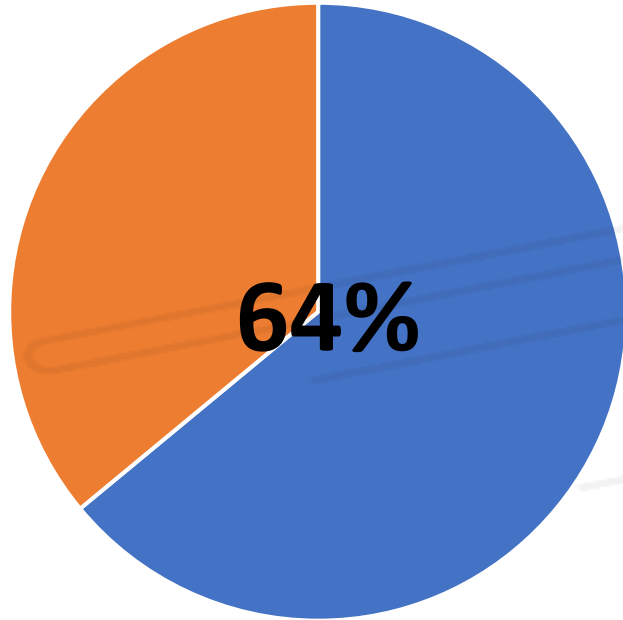




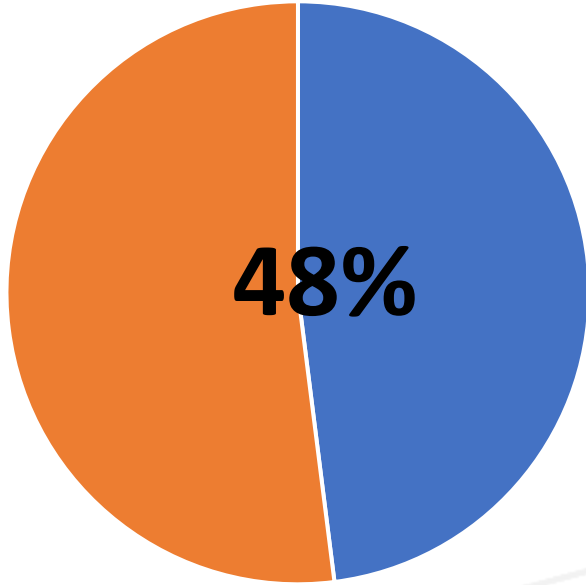
**aren't very  
confident in their  
ability to  
administer  
benefits**







**of HR leaders said they could benefit from outsourcing HR tasks this year**



**Benefits administration is the HR task leaders are most likely to resource this year**

# What Employees Are Saying



- **1,000 Employees in the U.S.**
- **Must Be In Full-Time Role**

## Survey Background





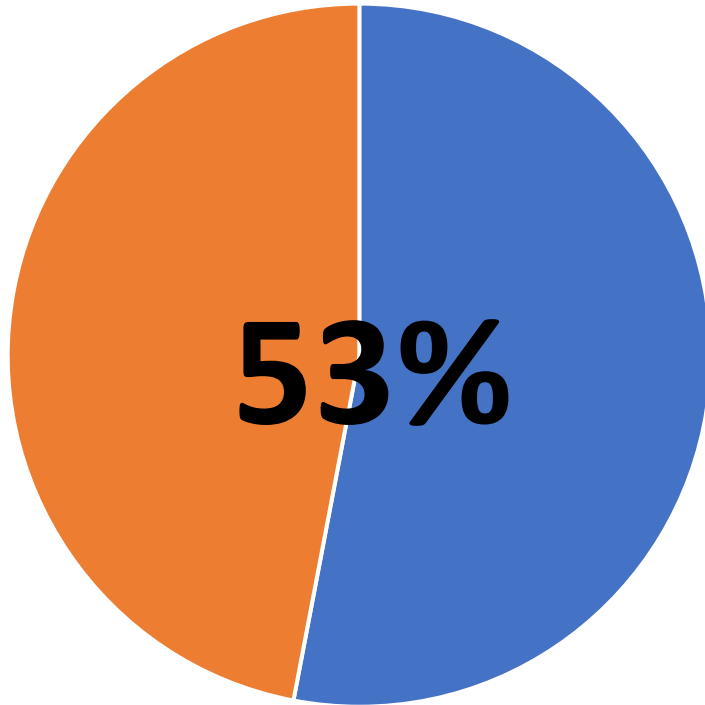
**44%**

**of employees think they pay too much out of pocket for benefits**

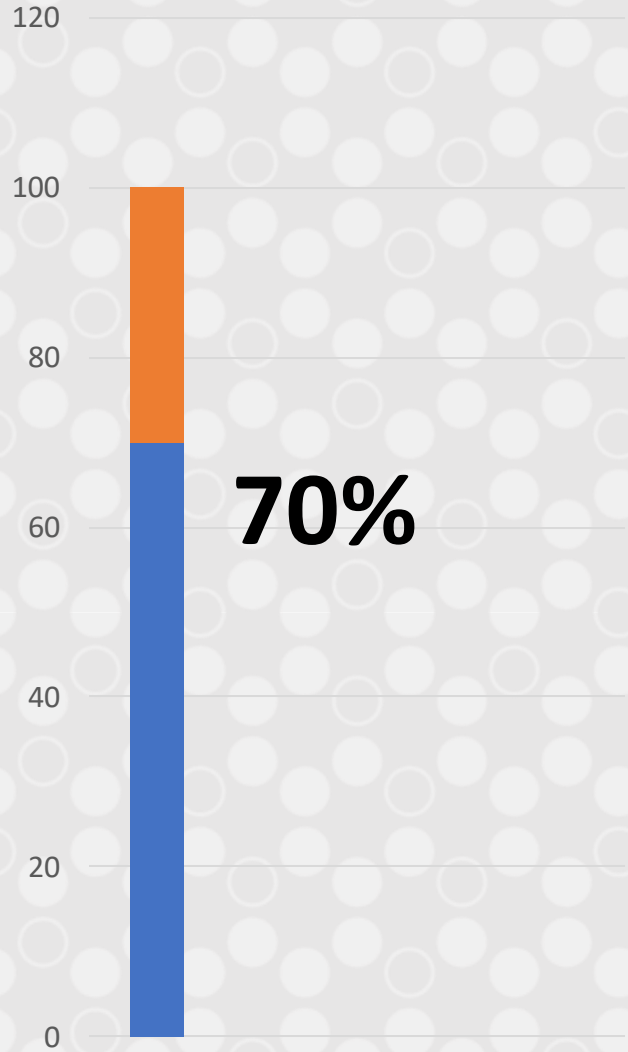
64%

**of Employees Would Consider Looking For a New Job Due to a **Poor Benefits Enrollment Experience****





Of Employees Say Their Employer Hasn't Expanded Their Benefit Offerings In the Last Two Years



**of Employees Say Their Employer Should Offer a Comprehensive Wellness Package That Supports Their **Physical, Mental and Financial Well-Being** Because **“All Three Impact My Work”****



# Benefits

Employees Are Asking  
for (In Order)

1. A Four-Day Workweek
2. 401(k) Matching
3. Unlimited PTO



# How the Two Meet in the Middle

A background image of a woman with long, dark, curly hair, smiling and looking at a laptop screen. The image is overlaid with a semi-transparent blue filter.

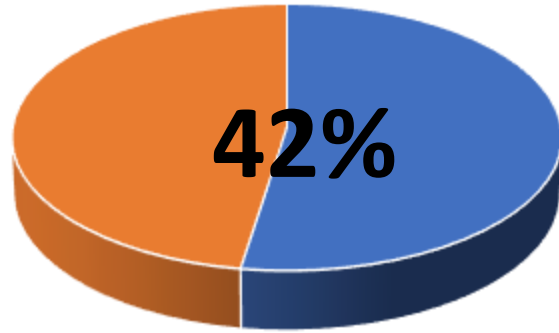
## Employees Can

- 1. Answer surveys** to help set expectations
- 2. Self-serve** in a benefits and HCM suite
- 3. Choose employers** that align with their beliefs and expectations

# Employers Can

1. **Automate processes** to multiply the capabilities of their HR team
2. **Consolidate information** into a single source of truth
3. **Access strategic guidance and support** to reduce complexity





spend either half or all of their day answering repetitive HR questions

# Move From Tactical to Strategic



Organizations that invest in employee experience have more than 4x the profit and 2x the revenue. And employees that experience higher engagement levels **outperform their peers 147% in EPS.**<sup>1</sup>

**Engaged Employees Have a positive impact on Compliance!!**



# Growth Impact-Employee satisfaction



Mostly paper benefits experience



37%



Highly digital benefits experience



70%

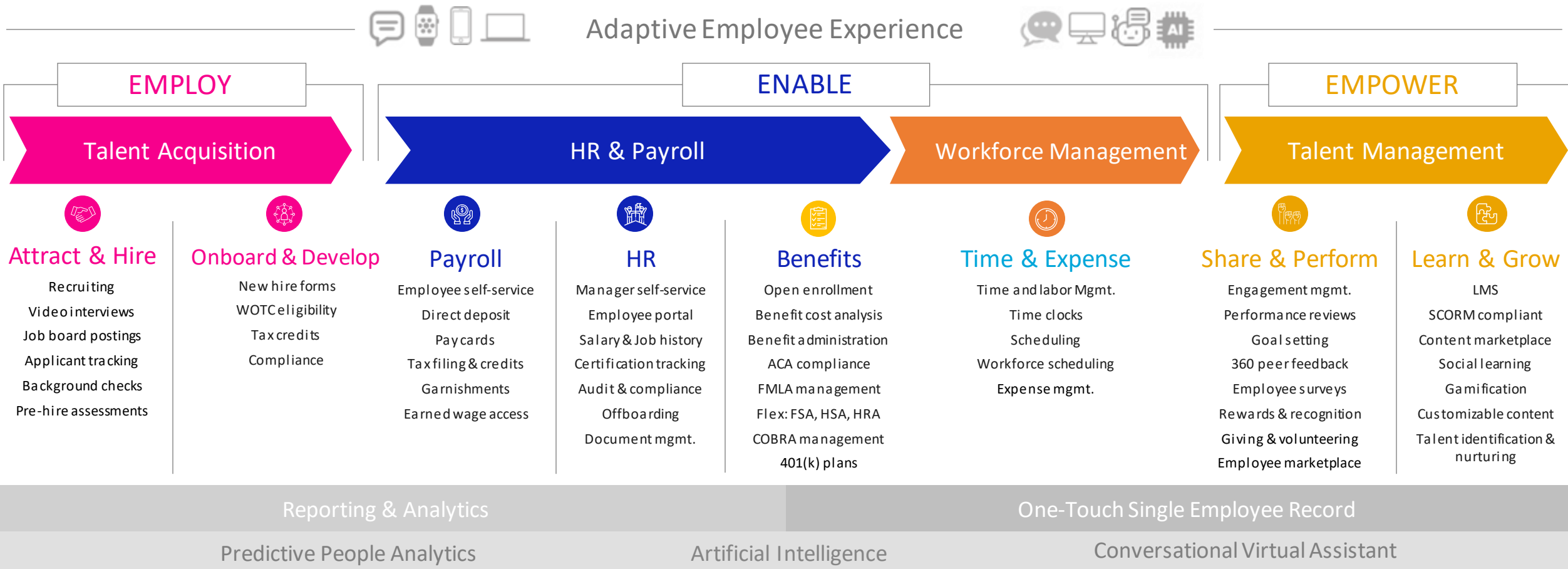
Source: Guardian Life

**The most digitally advanced SMBs  
earned 2x as much revenue per  
employee and were 3x more likely  
to be creating jobs**

Source: Deloitte, "Connecting Small Businesses in the US"



# Modern Technology can Future-Proof HR Processes





1. Founded in 2003 and has a **20-year partnership with award winning technology provider**
2. **Before enhancing their technology**, they used a low-cost, mass-produced COBRA service. It was inexpensive, but it put all the work on the client to administer, and the updates were very difficult to track
3. Partner praises the ease of administration after implementing robust administrative tech and attributes the successful partnership to having access to a qualified group of customer services team members that “can answer questions with certainty” and the fast and seamless set up

### Key Statistics

- Partnership began with an agency agreement to write POP plans for their clients
- Now expanded to COBRA, HSA, HRA & Compliance

## Atlanta-Based Firm

“The end user saves time in adding a COBRA member, saves sleepless nights worrying about misinformation and is assured knowing the process is taken care of. We have other agents that have called upon us for assistance in new roles and we have referred them to isolved.

~ Benefits Consultant

10

staff since becoming a Preferred Partner

10

different benefit services offerings

1. Within five years of implementing robust HCM Tech, school district had **saved a significant amount of time and money** on administration fees and labor costs with electronic feeds
2. This opened time for them to manage other tasks, like negotiating cost projections for 225 employees, ACA 1095 c reporting, insurance plan design, and rate renewals all **without having to work 12 hours a day** as a salaried employee.
3. And not having to hire additional HR support has had a **positive impact on payroll costs**

### 5-Year Statistics

- Reduced administration costs by \$2 per employee
- Reduced time spent and paper costs by 50%
- Boosted attraction & retention with better benefits

## Illinois-Based High School District

“Whether you work in corporate America or for a nonprofit, you’re watching your budget. With the right tech firm, even the most budget conscious can find solutions. Working with this tech firm has been a blessing. To anyone afraid to make the leap, do it, just do it. Jump in. It’s been such a positive experience for me. I just never realized what I was missing.

~ Payroll and Benefits Manager

**50%**

reduction in hours spent managing COBRA & FSA

**82%**

consider benefits part of total compensation

## Take Aways

1. You first must understand where employees are and how they see things, and you need information from them in order to understand.
2. HR Professionals have so much more to give beyond tactical day to day operations and technology can help them move into strategic benefit partners
3. Automation can help improve compliance, employee experience and bottom line

With the right strategies, even the most complex can be made easier!

Carla Adams  
cadams@isolvedhcm.com



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