

# ExcellerateHRO

The HRO business of EDS, an HP company

## GREATER VALUE AT A LOWER TOTAL COST OF OWNERSHIP

### BENEFITS ADMINISTRATION SERVICES

ExcellerateHRO's Benefits Administration Services empowers participants to make benefit decisions based on their individual needs and life events. Our services are backed up by our experienced people, proven processes and cutting-edge technology, which enable plan sponsors to drive strategy and expedite change.

#### BENEFITS ADMINISTRATION SERVICES

Our offerings include the following:

- Health and welfare plan administration
- Defined benefits plan administration
- Seamless integration with your HR Inter/intranet and with other best-in class providers of HR/benefits-related services

They are supported by these key capabilities:

- Recordkeeping
- Eligibility determination
- Plan enrollment
- Life and work events
- Benefit calculations
- Participant and plan sponsor self-service Web portal
- Participant communications
- Call center services
- Fulfillment services
- Special events management and call center support
- Third-party data coordination and reporting, including benefits valuation data
- Compliance testing
- Processing to fully support government and tax reporting

#### Meeting the challenges of benefits administration

Administering an organization's benefit programs is complex and time-consuming. It can become a juggling act of controlling cost structures, engaging plan participants to manage their benefits and improving decision-making about benefits strategy. Healthcare costs continue to rise, and many companies are looking for ways to actively manage their plans and delivery processes. Employers also face the challenge of managing historical pension-plan data while considering what retirement plan design best meets participant and organizational needs on a go-forward basis. Meanwhile, the evolution that is normal for complex, dynamic organizations - mergers, acquisitions, union negotiations, etc. - can necessitate changes in benefit plans and delivery. Employers need to manage the total cost of ownership of their benefit administration environment - including staffing, technology, processes and one-time project costs - so that it is both economical and predictable.

#### ExcellerateHRO provides the right balance between cost efficiency and service excellence

ExcellerateHRO's investments in people, service excellence and technology enable us to deliver top-quality service at a lower, predictable total cost of ownership while providing our clients with the expertise, efficiency and flexibility needed to drive benefits strategy and support ongoing change. Our approach ensures the right balance between transactional cost efficiency and client-focused service excellence:

- Our expert people have an average of 15 years' experience in benefits administration, providing proactive thought leadership regarding your benefits administration objectives.
- Our client-centric delivery model includes a cross-section of required expertise, builds knowledge in your plans, populations and objectives, and prevents your having to wait in line when you need to make a change
- Our market-leading, 21st-century benefits administration technology platform is modular and rules-based to allow greater flexibility and is analyst-driven to expedite and reduce the cost of change

### FAST FACTS

- ExcellerateHRO has more than 350 clients globally.
- We deploy a client-centric delivery model to ensure satisfaction and service excellence.
- ExcellerateHRO's flexible technology platform enables clients to drive strategy and adjust benefits delivery as business needs change.
- We are the HR outsourcing business of EDS, an HP company.

- Our independent centers of excellence support our clients and their delivery teams in the areas of compliance, audit and quality management.
- Our highly personalized, highly engaging self-service experience for plan participants yields consistently high self-service utilization and gives you the ability to drive Web-based targeted messaging and information in support of your benefits strategy.
- Our Web-based plan sponsor reporting, including robust ad hoc capability, puts key data at your fingertips.
- Your data and transactions are secured by the unparalleled Global Services Network of EDS, an HP company.

### Enabling participant decision-making while managing costs

Full value in the management of healthcare and retirement costs is driven in large part by an empowering, informative customer experience:

- From home page to transactions, support tools, content, links and other resources, our unique self-service Web portal is tailored to the individual, based on his or her plan eligibility and employment profile.
- The innovative technology behind our self-service portal is comprehensive in capability, yet flexible enough to expedite change as a company's business needs evolve.
- Through single sign-on and real-time data exchange, our portal gives plan sponsors the flexibility to choose a range of best-in-class service providers while creating a seamless experience for participants.

### Combining benefit plans into cohesive, interactive systems

A large lodging-industry business went through a major acquisition during its benefits administration outsourcing conversion. ExcellerateHRO worked quickly and efficiently to implement a single benefit plan for the combined entity. We supported annual enrollment and established an operational service center.

We partnered closely with the client to convert data from a dozen sources. Further, at our client's request, our flexibility enabled us to split the benefits enrollment period into two phases so locations with data issues would have more time for data clean-up. We successfully implemented all groups on schedule while maintaining the quality of the enrollment process and service to the client's participants.

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