

HR Service Delivery Pulse Survey

Benefits Administration Outsourcing

March 2016

Employee Size

Small: Fewer than 1,000	9
Medium: 1,000 - 4,999	2
Large: 5,000 – 9,999	3
Extra Large: 10,000+	2

Themes

Most frequently outsourced:

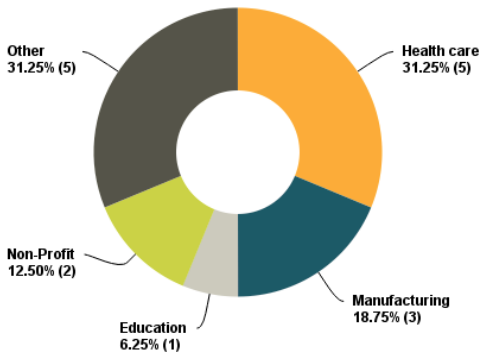
- COBRA Administration (100%)
- Open Enrollment Processing (67%)
- ACA Reporting (67%)
- FSA Administration (57%)
 - **COBRA** was the most reportedly **outsourced/co-sourced** function and had the **highest level of satisfaction**.
 - **FSA Administration** is also most frequently outsourced/co-sourced and with a **high level of satisfaction**.
 - **Open Enrollment processing** is also most frequently **outsourced/co-sourced** amongst our survey respondents with a **mixed degree of satisfaction** (40% satisfied, 20% dissatisfied and 40% somewhat satisfied) and the most reported method to improve this is the **need for improved technology**.
 - **ACA reporting** was one of the top most frequently **outsourced/co-sourced** functions and had one of the highest reported levels of **dissatisfaction**. There were mixed responses on how to improve this including the need to optimize or standardize process, improve technology, and improve training.

Most frequently insourced:

- Leave Administration (100%)
- Communications (83%)
- QMSCO Administration (67%)
- Death Claims (57%)
 - **Leave Administration** was the most frequently **insourced** function and had one of the highest reported levels of **dissatisfaction**. The most needed method recognized to improve this was to **optimize or standardize processes**.
 - **Communications** were reported as most frequently **insourced** amongst our survey respondents with a **mixed degree of satisfaction** (40% satisfied and 60% only somewhat satisfied) but also was recognized as one of the **top methods to improve current service delivery** especially as it pertains to the **employee call center function**.

Q5 Industry

Answered: 16 Skipped: 0



Do you have a topic you would like to see addressed for the next Findley Davies HR Service Delivery Pulse Survey?

Please contact Tara Morey, Senior Consultant, tmorey@findleydavies.com, 216.875.1909 to share your thoughts.



Smart solutions
for a changing workforce