



Strategic  
Enrollment  
Services



## With Flexibility and Expertise, SES Delivers Great Results for Michigan Manufacturer

### QUICK FACTS

#### INDUSTRY

Manufacturing



#### LOCATION

Michigan



#### # OF EMPLOYEES

300



#### VOLUNTARY BENEFITS PARTICIPATION

55%



### The Problem

SES had to provide a quick solution within a two-week period during a busy enrollment season. All the other enrollers were already working on other projects, and the client was new to the ADP system, which would require the expertise and knowledge of the SES team.

### The Solution

The SES team established an onsite presence at the client's facility and coordinated weekly calls between the client, broker, and carrier representatives to ensure timelines were met and risks were mitigated. SES conducted extensive training for the human resources team and developed an enrollment template for each location for reporting.

SES provided the client with experienced enrollers who understood all the plans at each location. To ensure high participation in open enrollment, the SES call center followed up with each employee who missed the in-person enrollment opportunity. They used their expertise and knowledge of the ADP system to ensure a smooth transition and efficient enrollment process. No pre-enrollment training was required.

### The Results

**SES achieved more than 55% participation in the voluntary product lines of coverage, and the enrollment was completed within the short, two week time frame.**

"The enrollment specialist assigned to our location was extremely knowledgeable, professional, and friendly," an HR Generalist said. "Our employees were very happy with the process this year. It ran really smoothly and made our jobs easier."

The carrier representative and the company were **satisfied with the enrollment**, and SES gained the confidence of a health broker they had not done business with before. SES provided post-enrollment files, such as the deduction report, back to the client and an enrollment report back to the carrier. The **flexibility and expertise** of SES staff allowed this enrollment to be done quickly with great results.