

HR's million dollar problem

YOUR CFO CALLS AND YOU NEED TO FIND A MILLION DOLLARS TO REDUCE FROM YOUR BENEFITS SPEND. WHERE DO YOU LOOK FIRST?



It's a question every CHRO or total rewards leader has been asked at least once—the challenge of finding the most effective trade-offs, analytics, and forward-looking strategies to drive both organizational stability while offering a competitive and robust benefits program.

How does your benefits technology support and drive your HR and cost strategies? What if your CEO, CFO, or CHRO challenged you to produce program affordability options by the end of day? Can your benefits technology readily and immediately:

- Serve up anticipatory insights that put you ahead of risk and costly issues?
- Empower employees to make right-fit, cost-effective elections at enrollment?
- Maximize your benefits and medical spend?
- Evaluate effective trade-offs across your entire program?

It's never easy. But with the right technology, your employees can maximize all the benefits they have available to them but not lose sight of ensuring your program is affordable to the business.



Most employees aren't able to interact with us in the 8:30 to 5:00 timeframe. They're busy on the floor working, seeing patients, and maybe they're thinking about their benefits at 6:30 at night. Through Businessolver, we've been able to have extended support hours with our member services team. I just love seeing the volume that's coming through Sofia — for the last quarter it was **36% of employees coming in after hours or on weekends**. That tells me people are getting support, they're getting their questions answered, they're getting resources at a time that's convenient for them.

- A healthcare system client

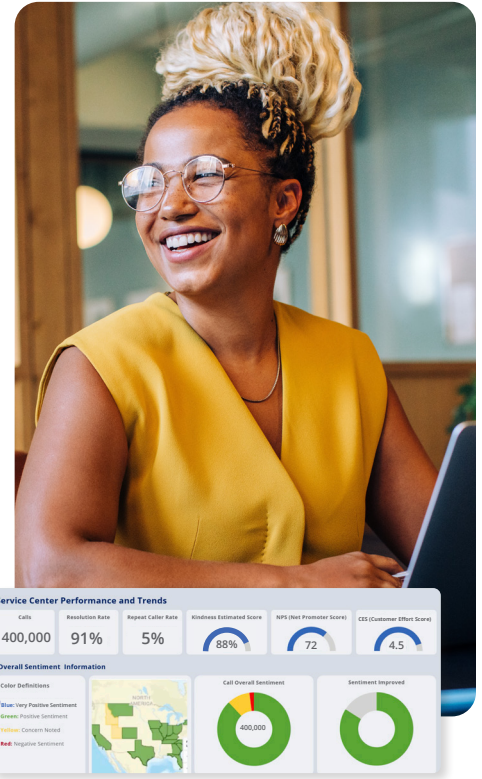
Anticipatory insights put HR ahead—before issues arise

Your benefits data should be immediately insightful—connecting insights across steerage, utilization, spend, effectiveness, and engagement.

Businessolver provides these analytics to all our clients, providing C-suite-ready insights to help HR manage costs and discuss outlooks and options at a moment's notice.

- When your data shows up as proactive insights, you can anticipate what's next.
- What plan patterns are emerging?
- Did your migration and enrollment patterns deviate from your strategy and expectations?
- Which programs need targeted communications?
- What questions are employees asking the most—and are they getting fully resolved?
- How will this impact cost?

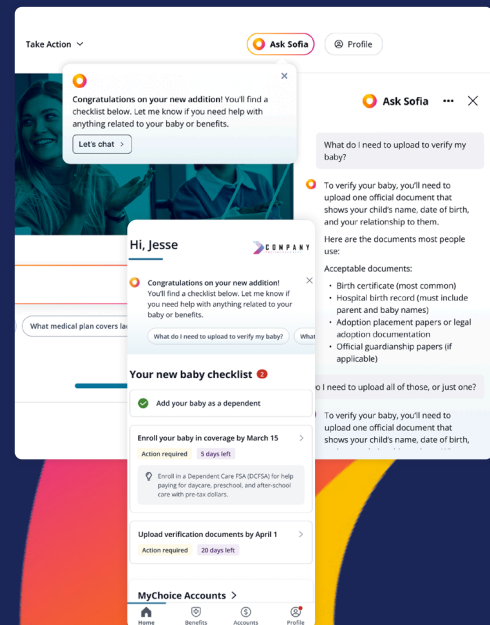
Businessolver's Benefits Insights dashboards use AI-driven analytics to elevate HR beyond anecdotal insights by pinpointing exactly where you have opportunities to optimize, engage, and re-strategize.



How HR can measure “quiet”

One of our client success metrics at Businessolver is quiet. Not by deflecting calls or burying issues, but by removing employee friction so HR can stay focused on meaningful priorities. Here's what this looked like for the 2025 enrollment experience and plan year across our book of business:

- ✓ Sofia after hours - Over 700,000 (33%) unique member interactions handled and resolved after hours
- ✓ Sofia resolution rate - 91% of inbound chats, with 85% remaining resolved after seven days
- ✓ 97 AI quality-assurance score, demonstrating Sofia's accuracy and reliability
- ✓ Instant access to every call – 100% transparency for clients with real-time access to member call and chat transcripts
- ✓ 91% overall sentiment score (meaning employees' emotions/feelings were positive/very positive for 91% of calls)
- ✓ 85 cumulative rating of empathy demonstrated during service center representatives' handling of the call



Is your benefits technology supporting your strategy?

Businessolver's suite of Benefits Insights dashboards bring all of your data into one space, helping you manage costs, pull out board-room ready reports, and bring your CFO answers and options at a moment's notice.



Enrollment survey dashboard

Track enrollment issues, satisfaction, and feedback in real-time.



Plan movement dashboard

See movement to plans and projected costs for real-time forecasting.



Mobile analytics dashboard

See real-time engagement stats to understand how often and where employees are accessing their benefits after enrollment.



Campaign analytics dashboard

Assess benefits communications performance, such as open rates, click-throughs, and impressions.



Benefits literacy dashboard

Monitor how well employees understand the value of different benefits available to them and assess where you can get ahead of confusion with benefits communications and engagement strategies.



Benefits preferences

Get a snapshot of how your employees view their benefits, from high-value to table stakes, to build and maintain a competitive total rewards programs.

Let's talk! Contact us at businessolver.com/contact-us