

H&W Benefits Administration Services

Assessing provider capabilities and the business impact
of outsourcing health and welfare benefits administration

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Intelligent, connected and employee-centric models are redefining H&W administration

Health and welfare (H&W) benefits administration has evolved from a largely transactional function into a strategic component of workforce experience, compliance management and operational effectiveness. Growing benefits complexity, heightened regulatory obligations and rising employee expectations are prompting organizations to reassess traditional administration models and seek partners that deliver integrated, technology-enabled services.

This ISG Provider Lens® study evaluates providers delivering consult-to-operate H&W Benefits Administration Services in the U.S. market, assessing their ability to support enrollment administration, eligibility management, compliance, participant engagement and benefits operations through technology, domain expertise and scalable service delivery.

Market Context: Complexity, Compliance and Rising Expectations Drive Change

The U.S. H&W benefits administration market is being shaped by growing benefits complexity, rising healthcare costs, expanding regulatory requirements and increasing expectations for consumer-grade EX. Employers now manage broader benefit portfolios that span health plans, reimbursement accounts, voluntary benefits, wellness programs and retiree offerings, while coordinating interactions with multiple carriers, payroll systems and HR platforms.

AI, analytics and connectivity are transforming H&W administration models.



Executive Summary

Regulatory requirements continue to influence administration strategies. Compliance obligations associated with the Affordable Care Act (ACA), Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA) and Employee Retirement Income Security Act (ERISA) require organizations to maintain accurate reporting, governance and participant administration practices. As regulatory complexity increases, administration platforms and operating models are becoming more compliance-centric.

Technology modernization is also altering the market environment. Organizations are replacing fragmented administration systems with connected ecosystems that integrate HR platforms, payroll systems, carriers and benefits vendors. At the same time, advances in automation, analytics and AI are expanding opportunities to improve service delivery, reduce manual effort and enhance operational visibility.

Employee expectations are accelerating market change. Benefits experiences are expected to mirror consumer digital experiences, creating

demand for intuitive interfaces, digital self-service, personalized guidance and year-round engagement capabilities. Consequently, H&W administration is evolving beyond transaction processing toward broader workforce experience enablement.

Enterprise Priorities: Accuracy, Compliance and EX Remain Top Priorities

Organizations are prioritizing operational accuracy, regulatory compliance and EX as they navigate evolving workforce needs, increasing administrative complexity and ongoing cost pressures. Enrollment administration, eligibility management, dependent verification and carrier connectivity remain key areas of investment as enterprises seek to minimize administrative errors, improve data quality and maintain data integrity across interconnected HR, payroll and benefits systems. As benefits ecosystems become more complex, organizations are placing greater emphasis on streamlined administrative processes that improve operational efficiency while ensuring consistent, accurate participant data management.

Compliance remains a significant consideration in provider evaluation and selection. Enterprises continue to seek administration partners capable of supporting ACA reporting, COBRA administration, appeals management and other compliance-related requirements through established operating models, governance structures and domain expertise. Organizations are increasingly focused on maintaining audit readiness, strengthening documentation practices and ensuring consistent execution of compliance-related processes. As a result, compliance capabilities are becoming more deeply embedded within the overall benefits administration value proposition rather than being evaluated as a standalone requirement.

At the workforce level, enterprises are prioritizing initiatives that improve participant experiences and increase self-service adoption. Organizations want employees to access benefits information, complete transactions and resolve inquiries through intuitive digital channels while retaining access to personalized support when needed. Consequently, benefits navigation capabilities, decision-support tools, mobile-enabled experiences and omnichannel

engagement models are becoming more prominent components of provider evaluations. Enterprises are also focused on simplifying benefits interactions, reducing participant effort and improving accessibility across the employee lifecycle to support higher levels of engagement and satisfaction.

Enterprises are placing greater emphasis on reporting, analytics and workforce insights to gain improved visibility into benefits utilization, employee engagement and program performance. Organizations are evaluating how benefits data can support operational decision-making, identify utilization trends and measure the effectiveness of benefits programs. As benefits administration environments become more data-driven, buyers are seeking providers that can deliver meaningful reporting capabilities and actionable insights across the benefits lifecycle. Transparency, performance measurement and outcomes-based evaluation are also becoming increasingly important considerations during provider assessments, elevating the role of analytics within the broader benefits administration landscape.



Provider Dynamics: Differentiation Through AI, Analytics and Ecosystem Connectivity

Providers are responding to enterprise requirements by embedding AI, automation and analytics across administration operations and participant interactions. AI-enabled assistants, digital support capabilities and workflow automation tools are increasingly being integrated into enrollment processes, service centers and employee engagement activities to improve responsiveness, streamline administrative tasks and enhance operational efficiency. As organizations seek greater scalability and service consistency, providers continue to invest in digital capabilities that support the needs of both employers and participants.

The assessed providers are also expanding their administration platforms beyond traditional transaction-processing functions. Modern benefits administration platforms increasingly incorporate reporting, analytics, decision-support and employee engagement capabilities that enable employers to manage benefits programs more effectively. These capabilities can provide greater visibility into

program utilization, workforce participation trends and operational performance, supporting more informed benefits management decisions.

Another area of differentiation is the continued evolution of platform functionality. Providers are enhancing UX through improved self-service capabilities, mobile accessibility and personalized communications. These investments help simplify participant interactions and support engagement across multiple touchpoints throughout the benefits lifecycle. Digital experience enhancements are becoming increasingly important as employers seek to improve accessibility and usability while reducing reliance on manual support channels.

Ecosystem connectivity remains a major area of investment. Providers are strengthening API-enabled integrations, carrier connectivity frameworks and interoperability with HR, payroll and adjacent workforce technology platforms to reduce operational friction and improve data consistency. The ability to support seamless information flows across diverse benefits environments is becoming an increasingly important point of differentiation. As enterprise technology landscapes grow more complex,

organizations are placing greater emphasis on administration partners that can support integration across multiple systems, vendors and benefits stakeholders.

Service delivery models are also continuing to evolve. Providers are increasingly combining administration capabilities with consulting, transformation and operational support services to address broader enterprise requirements. This consult-to-operate approach enables providers to support organizations throughout various stages of benefits program design, implementation and administration. Investments in benefits navigation, omnichannel support, participant engagement and year-round service models further demonstrate the market's movement toward more comprehensive service delivery frameworks.

The market continues to demonstrate increasing differentiation through the combination of digital administration capabilities, analytics-enabled insights, ecosystem connectivity and integrated service delivery models. As enterprise requirements evolve, investments in

technology modernization, participant experience enhancements and interoperability capabilities are becoming increasingly important factors influencing provider competitiveness within the benefits administration market.

Outlook: Intelligent and Connected Administration Models Shape Success

Over the next 12 to 24 months, H&W benefits administration is expected to continue its transition toward intelligent, connected and experience-led operating models. Administrative excellence and compliance management will remain foundational capabilities; however, differentiation will increasingly depend on personalization, analytics, AI-enabled engagement and ecosystem interoperability.



Executive Summary

Leading indicators include broader adoption of AI-enabled benefits guidance, predictive analytics, automated compliance processes, digital benefits navigation and API-driven ecosystem integration. These developments point toward a future in which administration providers are expected to deliver both operational outcomes and participant-centric experiences.

For enterprises, priorities should include strengthening governance frameworks, evaluating AI capabilities based on measurable outcomes, improving interoperability across benefits ecosystems and expanding employee engagement initiatives. Organizations that align technology, compliance and workforce experience objectives will be better positioned to realize value from their benefits programs.

For providers, continued investment in AI-powered service delivery, predictive analytics, ecosystem connectivity and personalized engagement capabilities will be critical. Capability gaps related to real-time eligibility verification, advanced benefits intelligence, cross-platform interoperability and AI governance are likely to become increasingly important differentiators as the market matures.

U.S. enterprises increasingly expect administration providers to combine operational accuracy, compliance support, personalized EX and ecosystem connectivity within a unified service delivery model.





Provider Positioning

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	H&W Benefits Administration Services
ADP	Contender
Alight	Leader
Aptia	Leader
Benefitfocus	Market Challenger
bswift	Leader
Businessolver	Leader
Conduent	Product Challenger
Empyrean	Product Challenger

	H&W Benefits Administration Services
Fidelity	Product Challenger
Milliman	Contender
OneSource Virtual	Contender
PlanSource	Contender
Strada	Contender
TELUS Health	Leader
Wex	Contender
WTW	Leader



This study helps organizations evaluate current providers of **H&W benefits administration** services and gain insights into emerging ones.

Simplified Illustration Source: ISG 2026

H&W Benefits Administration Services

Definition

The administration of health and welfare (H&W) benefits has become increasingly complex. Rising plan complexity, increasing regulatory obligations and a workforce that expects seamless, personalized benefits experiences are collectively placing pressure on HR and benefits functions. For many enterprises, the gap between the capabilities of legacy benefits administration models and the expectations of employees and regulators has become untenable.

Consequently, H&W benefits administration outsourcing has long been recognized as a strategic imperative. Entrusting enrollment and eligibility management, claims and billing administration, compliance and reporting, and EX and decision support to specialized providers allows organizations to gain the operational precision, regulatory fluency and participant engagement capabilities required for modern benefits programs. Once a back-office function, H&W benefits administration has evolved into a frontline driver of workforce satisfaction and a critical lever in organizational risk management.

Leading H&W benefits administration providers are redefining their capabilities by deploying intelligent automation to reduce errors and accelerate processing, leveraging data analytics to drive self-service adoption and call deflection, and building carrier file exchange and compliance capabilities that help organizations navigate the evolving regulatory landscape. For enterprises evaluating benefits administration partnerships, provider selection requires a rigorous approach. An ideal partner would enhance administrative efficiency and offer participant-level engagement and compliance assurance that protects both workforce trust and organizational standing.



Scope of the Report

This ISG Provider Lens® quadrant report covers the following quadrants for services/solutions:

H&W Benefits Administration Services.

This ISG Provider Lens® study offers HR decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments (quadrants)
- Focus on the regional market

Our study serves as the basis for important decision-making by covering providers' positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between \$20 million and \$999 million with central headquarters in the respective country, usually privately owned.

- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above \$1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens® quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens® quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).





Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.





H&W Benefits Administration Services

Who Should Read This Section

This report is valuable for providers offering health and welfare (H&W) benefits administration services in the U.S. to understand their market position and for enterprises looking to evaluate these providers.

In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

HR professionals

responsible for employee benefits should read this report to understand the latest developments in H&W benefits administration and the role of outsourcing in improving EX. The report also demonstrates how leveraging digital platforms, analytics and strategic provider partnerships can enhance benefits outcomes, optimize costs and drive holistic EX across the organization.

Digital professionals

should read this report to understand how technology is being adopted in H&W benefits administration to support employees and promote engagement. The report also illustrates how leveraging intelligent automation, data-driven insights and integrated digital ecosystems can enhance scalability, improve workforce engagement and deliver measurable enterprise value.

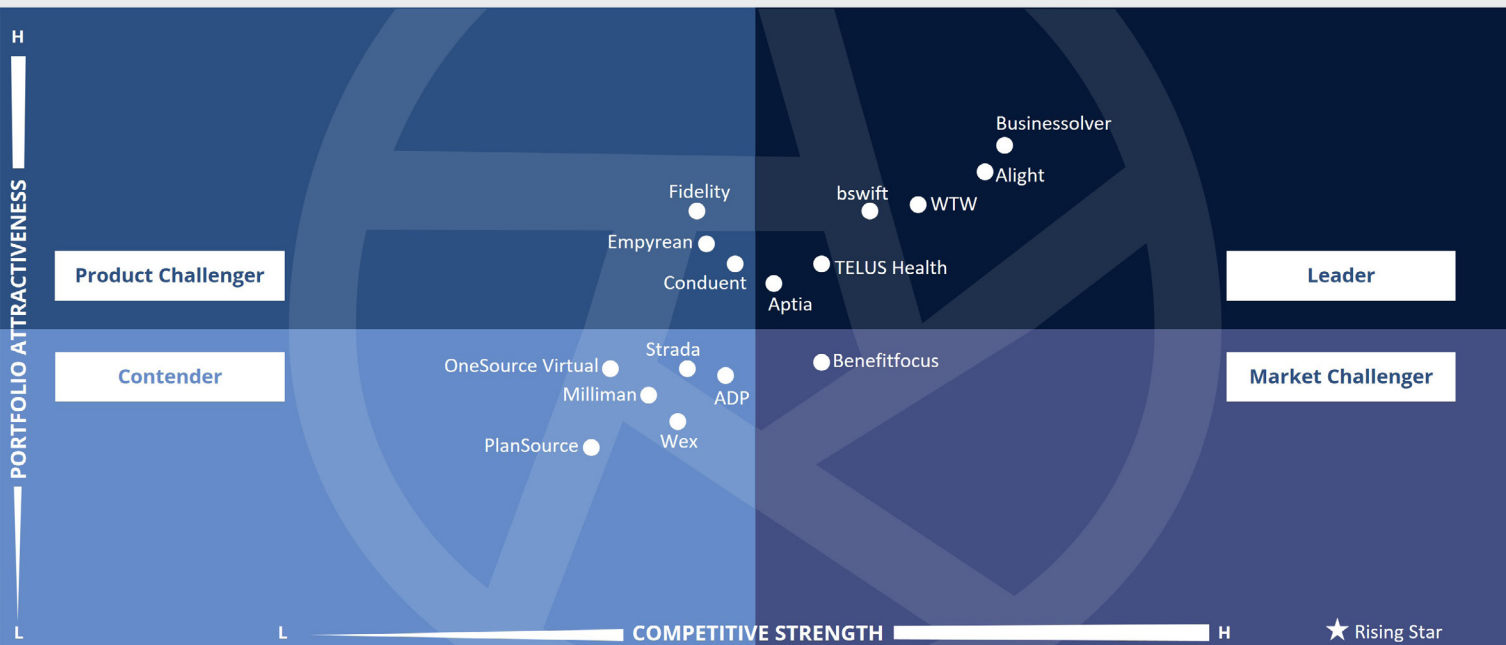
Procurement professionals

should read this report to understand the best practices of leading service providers for defining requirements and assessing prospective providers. The report also highlights how strategic sourcing decisions, data-driven evaluation frameworks and strong provider governance can enable organizations to unlock greater value, ensure scalability and support long-term business transformation.

Strategy professionals

should read this report to understand the broader context of H&W offerings and opportunities to provide engaging benefits through an outsourced model. The report also highlights how innovative benefit ecosystems, data-driven insights and strategic partnerships can drive differentiation, enhance employee value propositions and deliver sustained enterprise-wide impact.





This quadrant assesses providers' ability to deliver **H&W benefits administration** through consult-to-operate models, combining **enrollment, eligibility, compliance, automation** and **AI-driven EX** to enhance efficiency and engagement.

Gaurang Pagdi



H&W Benefits Administration Services

Definition

This quadrant evaluates providers offering H&W benefits administration services through consult-to-operate models for midsize and large enterprises, supporting benefits programs for active employees, eligible dependents and retirees.

Providers deliver core H&W administration services such as enrollment and eligibility management, claims and billing administration, compliance and reporting, and EX and decision support, covering medical, dental, vision, COBRA, voluntary benefits and carrier file exchange.

Providers are assessed on their ability to manage compliance obligations, dependent verification and appeals. They leverage intelligent automation, AI-driven decision support and self-service capabilities to drive participant engagement, reduce administrative errors and increase self-service adoption.

This quadrant assesses providers that enable organizations to deliver accurate, compliant and employee-centric benefits experience while reducing administrative burden and strengthening workforce trust.

Eligibility Criteria

1. Offer **benefits administration services** across a range of H&W plans for organizations, active employees, eligible dependents and retirees (excludes providers that only administer financial/retirement plans or offer only professional employer organization [PEO] or employer of record [EOR] services)
2. Offer services that **integrate with an enterprise's broader HR services and solutions**, ensuring coherent data flows across benefits and HR functions
3. **Manage integrations** with third-party providers and carriers, including carrier file exchange and dependent verification processes
4. Can manage **applicable regulatory compliance** obligations, including appeals administration
5. Use leading methods, tools, delivery approaches and technologies, including **intelligent automation, AI-driven decision support and self-service capabilities**, to improve, streamline and add value to the benefits function and workforce experience
6. Offer transition and **transformation**, as well as ongoing service delivery through the **consult-to-operate model** (excludes benefits technology vendors/consulting and implementation firms that do not have service delivery capabilities)



Observations

The H&W benefits administration services market is shifting from administration-centric outsourcing toward connected, intelligence-driven benefits ecosystems that integrate enrollment, eligibility, compliance and employee engagement. Across Leaders, AI and automation are increasingly embedded in participant support, enrollment guidance, service operations and workflow management to help employers improve efficiency and expand self-service adoption. Employee expectations are driving investments in personalized guidance, benefits navigation, digital assistants and enhanced support capabilities, reflecting a move toward year-round engagement rather than enrollment-only interactions. Providers are strengthening API-led integrations with HR, payroll, carrier and specialty vendor ecosystems to improve data accuracy, streamline administration and reduce operational complexity.

Analytics capabilities are becoming more deeply embedded in administration platforms, enabling employers to gain greater visibility into participant behavior, utilization trends and program performance. Compliance management remains a core requirement, with capabilities that integrate Affordable Care Act (ACA), Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA) and Employee Retirement Income Security Act (ERISA) obligations into broader service delivery models. Continued investment in personalization, data-driven insights and ecosystem connectivity indicates that buyers increasingly expect administration partners to deliver operational accuracy, actionable intelligence and seamless participant experiences.

From the 16 companies assessed for this study, 16 qualified for this quadrant, with six being Leaders.

alight

Alight delivers U.S. H&W benefits administration services through a consult-to-operate model that combines administration, compliance, customer care, analytics and AI-enabled participant engagement through its Alight Worklife® platform.

Aptia

Aptia offers end-to-end benefits administration services, supported by its AptiaOne platform, to help employers streamline operations and enhance employee benefits experiences.

bswift

bswift is a U.S.-focused H&W benefits administration provider that pairs a proprietary administration platform with AI-enabled participant engagement, compliance services and flexible delivery models to support employers and employees throughout the benefits lifecycle.

businessolver

Businessolver delivers U.S. H&W benefits administration through its Benefitsolver platform, combining enrollment and eligibility administration, compliance services, consumer accounts, AI-enabled engagement and managed service delivery through a unified operating model.

TELUS Health

TELUS Health provides technology-enabled H&W benefits administration through its Ariel™ platform, combining enrollment, eligibility, communications, governance and integrated service delivery for complex employer benefit programs.

WTW

WTW delivers integrated H&W benefits administration services that combine technology, outsourcing, benefits expertise, analytics and employee-focused service delivery for U.S. employers.





"Businessolver combines its unified Benefitsolver® platform, broad integration capabilities and embedded AI innovation to deliver a scalable, participant-centric H&W benefits experience."

Gaurang Pagdi

Businessolver

Overview

Businessolver, headquartered in Iowa, U.S., has more than 1,700 employees. The company provides H&W benefits administration services in the U.S. through its Benefitsolver platform, supporting enrollment, eligibility, ACA and COBRA administration, consumer accounts, compliance, billing, reporting and employee services. Businessolver differentiates itself through its unified, single-source Benefitsolver® platform and Sofia, which supports participant, administrator and service interactions. The company combines technology-led administration, extensive carrier connectivity and AI-enabled engagement to deliver scalable benefits experiences.

Strengths

Unified platform architecture: Businessolver delivers H&W administration through a single-source Benefitsolver® platform that unifies enrollment, eligibility, ACA and COBRA administration, consumer accounts, billing, reporting and service operations. This approach promotes data consistency, reduces fragmentation and supports scalable benefits administration.

Embedded AI innovation: Businessolver has embedded Sofia across participant, administrator and service experiences. The AI-powered intelligence layer supports agentic workflows, anticipatory engagement, onboarding automation and service center assistance, helping improve efficiency and benefits engagement.

Strong client outcomes: Businessolver supports more than 19.5 million members across over 850 clients and reports a 97 percent client retention rate. Its AI-enabled self-service capabilities help improve participant experiences while reducing reliance on service agents.

Extensive integration ecosystem: Businessolver supports benefits administration through a broad network of carriers, payroll, HRIS and technology integrations. Its Universal Data Gateway and API-driven connectivity help clients streamline benefits operations and support broader HR technology strategies.

Caution

Businessolver's unified platform strategy provides a strong foundation for growth. Continued expansion of its AI-enabled ecosystem orchestration and cross-platform interoperability could further enhance support for increasingly complex HR and benefits environments.





Appendix

The ISG Provider Lens® 2026 — H&W Benefits Administration Services study analyzes the relevant software vendors/service providers in the U.S. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of August 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars (\$US) unless noted otherwise.

The study was conducted in the following steps:

1. Definition of H&W Benefits Administration Services market
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities and use cases
4. Leverage ISG's internal databases and advisor knowledge & experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts & figures received from providers and other sources.
6. Use of the following key evaluation criteria:
 - * Strategy and vision
 - * Innovation
 - * Brand awareness and presence in the market
 - * Sales and partner landscape
 - * Breadth and depth of portfolio of services offered
 - * Technology advancements



Author and Editor Biographies



Lead Analyst

Gaurang Pagdi
Lead Analyst and Author

Gaurang has over 22 years of experience in the Finance & Accounting (F&A) domain with expertise in the Order to Cash vertical; he has worked as a delivery leader with industry leaders in Banking, Telecom & E-Commerce; and as a Digital Transformation Consultant with a prominent F&A SaaS provider, working with clients from across industries. Gaurang's core expertise lies in delivery and business transformation, with a focus beyond digital transformation to include operations and talent transformation, giving him a holistic view for driving a healthy, future-ready business.

As a lead analyst at ISG, Gaurang is responsible for authoring the F&A studies, taking into consideration the latest market trends and perceived future of the industry in relation to the competitive strength and offerings of the service providers.



Research Analyst

Shatakshi Singh
Research Analyst

Shatakshi Singh is a Research Analyst at ISG and has been a part of the firm for 1.5 years. She is responsible for supporting ISG Provider Lens® studies on Finance & Accounting Outsourcing Services, Transformational HR Outsourcing Services, and the UKG Ecosystem. She works closely with lead authors from diverse regions throughout the research process and also authors global summary reports. Prior to this role, she completed her master's degree (MBA) from Amity Business School, Amity University, Noida.



Author and Editor Biographies



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Namratha Dharshan
Chief Business Leader

Namratha brings over 19 years of market research experience, leading the ISG Provider Lens® program focused on BPO, AI and Analytics. Namratha also leads the India Research team and is a speaker on ISG's flagship platform, the ISG Index. She leads the ISG Provider Lens® BPO charter, which includes coverage of AI, GenAI and analytics. The program includes more than 20 different reports. She is also responsible for delivering research on service provider intelligence. As part of her role, she heads a team of analysts and manages the delivery of research reports for the ISG Provider Lens® program.

She is a principal analyst responsible for authoring thought leadership papers and service provider intelligence reports in the areas of BPO, customer experience and contact center services. She has also authored other horizontal service line reports, such as finance and accounting, and vertical-focused reports for insurance. She is also part of the Senior Leadership Council for India Research and represents a team of over 100 research professionals.



IPL Product Owner

Jan Erik Aase
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Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry.

Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a partner and global head of ISG Provider Lens®, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.



Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners. ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this [webpage](#).

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REPORT: H&W BENEFITS ADMINISTRATION SERVICES