



Workscope's Outsourced  
Benefits Administration  
Solution for Brokers and  
Consultants



## GET THE WORKSCAPE ADVANTAGE

*Partnering with Workscope offers distinct advantages to benefits brokers and consultants. Our full-service Outsourced Benefits Administration solution and proven benefits domain expertise provide the strategic advantage you need to attract and retain clients including:*

- **Easy-to-use technology**  
*Workscope's intuitive enrollment applications and integrated decision support tools drive employee participation for increased awareness and cost savings.*
- **Proven, reliable Outsourced Benefits Administration solutions**  
*Workscope has achieved a high client retention rate by providing user-friendly, dependable, and high-performance solutions that deliver bottom-line results.*
- **Rapid solution deployment**  
*Workscope's flexible application framework and hosted delivery model enable fast deployment to meet your clients' aggressive annual enrollment deadlines.*
- **Consistent fee structure**  
*Your clients can count on predictable costs throughout the life of their Workscope contract.*

## Enhance the Strategic Value You Bring to Client Relationships

As the benefits market continues to evolve, your clients are seeking guidance with much more than just the selection of insurance and financial products for employee benefits packages. Some may be seeking help with regulatory compliance. Others may be considering employee Web portals. And still others may be looking to outsource some or all components of benefits administration.

If you're handling the evaluation or recommendation of outsourced benefits administration providers, it's time you get to know Workscope. Our comprehensive benefits administration solution, which offers Web-based self-service enrollment applications and decision support tools along with a diverse array of integrated services, boasts one of the industry's highest user adoption rates and scales to meet the distinct requirements of organizations ranging in size from thousands to hundreds of thousands of employees. In addition, Workscope's industry-leading expertise can help you 'demystify' the benefits administration outsourcing options and guide your clients through a successful implementation. As a result, you can enhance the strategic value you bring to your client relationships and better differentiate your practice from that of your competitors.

Unlike other benefits administration providers who may also provide consulting services that compete with those extended by your organization, Workscope focuses exclusively on providing HR software and support services that drive Total Rewards across benefits administration, performance management, and compensation planning. Period. So you can recommend our best-of-breed solutions without risk of exposing your clients to a potential competitor.

## Unmatched Experience and Expertise

With more than a decade of experience in delivering comprehensive HR solutions, Workscope understands the challenges your clients face in managing the overall benefits process while trying to reduce costs and increase employee engagement. Workscope's deep expertise is reflected in our Web-based solutions that transform the delivery and adoption of HR services — including benefits enrollment and administration — to support clients' Total Rewards strategies. It's no wonder our award-winning solutions are being used by millions of employees at more than 100 leading companies worldwide.

## A Full-Service Solution

Workscope's comprehensive benefits offerings provide a wide range of Web-based applications and integrated services, backed by 24x7 phone support from our U.S.-based HR Service Center. By automating all aspects of benefits administration — enrollment and eligibility, life events, compliance, spending account administration, decision support, wellness programs, employee communications, vendor management, and more — our solution enables HR to reallocate resources to strategic priorities without compromising service to employees. Plus, Workscope's robust reporting and analytics provide critical insight into your clients' benefits-related activity, enabling you to serve as a more valuable and effective advisor and build stronger relationships over time.

With Workscope, your clients can implement an integrated, end-to-end benefits administration solution or choose modular components individually as their business needs demand. Workscope's OBA solution features comprehensive employee benefits functionality to accommodate virtually any enrollment need — no matter how complex. It can handle multiple plan options offered to specific employee segments, complicated eligibility rules, and other unique plan features, while enabling your clients to maximize the value of their employee benefits program.

What's more, Workscope assigns an experienced service team to every account. These highly skilled and experienced resources manage every phase of the account relationship — from evaluation and purchase through implementation to ongoing support and service — giving your clients a single, reliable point of contact throughout the life of their contract.



## GOING BEYOND THE BASICS

*Workscope's benefits administration solution combines intuitive self-service enrollment applications and integrated decision support tools with value-added services that set us apart from other benefits administration providers:*

- **Fully branded communications programs** drive user adoption of self-service applications as well as achievement of plan participation and cost reduction goals.
- **24 x7 on-shore HR Service Center** gives clients' employees access to knowledgeable, responsive phone support for benefits-related inquiries.
- **Transaction and data analytics, reports, and metrics** enable you to provide valuable insights to clients (see "Enrollment Transaction Report" screenshot at left).



## GAIN ACCESS TO WORLD-CLASS SERVICES

*In addition to handling the 'traditional' aspects of benefits administration, Workscope provides access to solutions and services designed to strengthen your client relationships and enhance your competitive advantage. These include:*

- *Premium billing and reconciliation*
- *Voluntary benefits enrollment and support via a single, integrated process*
- *Detailed reporting and analysis capabilities that provide valuable, actionable insight into employee behaviors and election preferences*

## Advisor-Accessible Reporting and Analytics

As part of our OBA solution, Workscope provides advisor-accessible reports that detail your clients' employee benefits enrollment activity including:

- employee census data
- plan migration trends
- enrollment transactions
- evidence of insurability
- plan selection by demographic
- declined coverage
- dependent age-out
- input/output file statistics

In addition, Workscope's OBA solution supports non-standard reporting and analysis of information on an ad-hoc basis. You can drill down into reports by participant group or individual, scrutinizing and analyzing data to better understand specific costs and charges.

Armed with detailed insight into enrollment activity and online tool utilization, you can more effectively guide clients in shaping future employee behavior for more consistent achievement of cost reduction and plan participation goals.



## Complete and Integrated Benefits Enrollment

Featuring a user-friendly and interactive interface, Workscope's Web-based self-service applications speed and simplify the benefit enrollment process by presenting your clients' employees with only those benefits choices for which they are eligible. The application prompts and guides the user through the available options based on client-specific business rules. At specific points in the process, the online enrollment application can direct users to any of Workscope's fully integrated decision support tools, like benefit plan comparisons, health risk assessments, or flexible spending account contribution and medical cost calculators, to help them identify best-fit plan choices. Pop-ups inform users of other benefit opportunities, like personal health accounts, that may further reduce costs.

Workscope's flexible benefits administration solution eliminates the need to have a Web-based process for health and welfare benefits enrollment and a separate online or paper-based process for voluntary enrollment. With our solution, your clients can provide employees with a single, integrated online experience for enrolling in all the benefit plans you make available — even if you typically accept enrollments in voluntary plans face to face. Offering extensive experience connecting existing HRIS infrastructure with third-party providers, Workscope can establish all the back-end processes needed to send your clients' enrollment information directly to health and welfare and voluntary benefit carriers.

*“The employees view it as a very easy tool. And that's what's important to us.”*

ALLISON ZILINSKIS,  
MANAGER OF ADMINISTRATION,  
EMPLOYEE BENEFITS,  
AVIS BUDGET GROUP

Welcome

**2009 TOTAL REWARDS STATEMENT**

How much do you really earn as an employee at Workscope? Do you know what the Company expects to pay for your benefits in 2010?

FIND OUT HOW **GO!**

It is **Open Enrollment** time. You can sign in between **March 24, 2010 and April 25, 2010** to choose your options for 2009. All elections made during this period will be effective as of January 1, 2011.

Enrollment Window

03/24/2010 04/25/2010

▲ Today

**Enroll Now** →

- [Current Benefits](#)
- [Employee Profile](#)
- [Beneficiary Management](#)
- [Dependent Management](#)
- [Voluntary Programs](#)  
Voluntary Insurance and Discount Programs
- [Common Forms & Plan Info](#)  
includes common forms and additional plan information.
- [Carrier Information](#)
- [Summary Plan Descriptions](#)
- [FAQ](#)  
Frequently Asked Questions
- [Wellness Center](#)
- [FSA Manager](#)



*“Ultimately, our team was able to roll out sophisticated benefits programs to tens of thousands of employees in an extremely compressed, immovable time frame. We’re very proud of what we were able to accomplish — and we believe that Workscope was instrumental to making that happen.”*

MAUREEN ROBBINS,  
VICE PRESIDENT OF BENEFITS,  
**REALOGY**

## U.S.-Based HR Service Center Support

As you and your clients are well aware, employees’ benefits questions don’t always arise during the ‘normal’ business hours of 9:00 AM - 5:00 PM. That’s why Workscope’s on-shore HR Service Center provides 24x7 access to accurate, consistent information about benefits-related events, transactions, and other HR issues over the phone. It combines state-of-the-art technology with service center best practices to provide complete, cost-effective resolution of employee inquiries, enabling you and your client to focus on more strategic initiatives. Workscope’s HR Service Center features include:

- Personalized service from highly trained call counselors — with HR and customer service domain expertise — who act as an extension of your client’s HR team
- Complete benefits and HR program support, covering eligibility questions, self-service application support, employee advocacy, and case management
- Closed-loop feedback system to support continuous improvement of self-service applications and decision support tools
- Scalable staffing based on capacity models and best practices
- Access to call counselors who are compensated based on response quality, information accuracy, and customer care metrics — not call volumes
- Real-time reporting of vital statistics — call logs, issue status, ticket closure rates, call trends and more
- Dedicated 800 number for each client and choice of shared or dedicated call counselors

## Comprehensive Employee Communications Services

Effective employee communications are critical to maintaining a satisfied and fully engaged workforce. But as your clients’ HR teams take on ever-increasing responsibilities, keeping employees informed and educated about new benefit-related programs, policies, and offerings isn’t always easy. Workscope’s Communications Services designs and executes comprehensive communications programs by utilizing a variety of media, including print, web, and email, to help your clients boost self-service adoption rates, increase plan

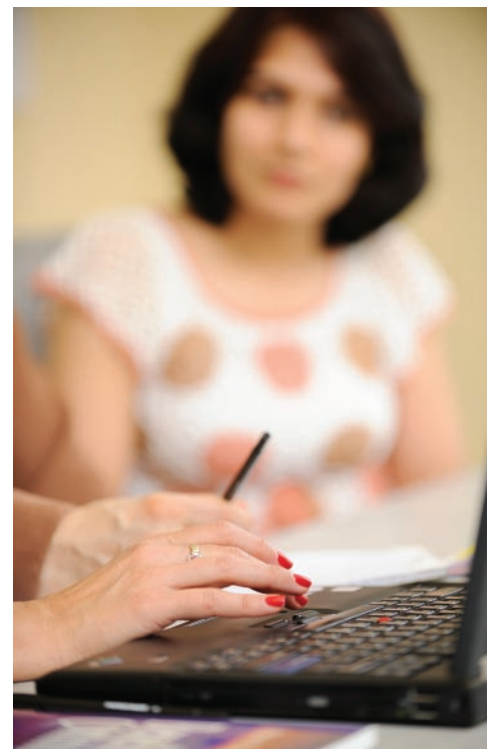
participation, and reduce costs while easing HR's administrative burden. Whether your clients want to tailor their Workscope applications to reflect their unique branding or put together a comprehensive benefits packet for new employees, our Communications Services team can help. These skilled professionals offer a combination of employee communications experience and HR domain expertise which uniquely qualifies them to deliver customized programs that meet your clients' specific needs. Services include:

- Configuration of online applications to reflect corporate branding
- Communications consulting and strategy development based on best practices
- Creative development of online and print communications
- Printing and mailing of a variety of personalized literature kits, including employee benefit enrollment and confirmation statements

If you're currently handling employee communications on behalf of your clients, our team can help you tailor existing campaigns to incorporate information about Workscope's benefits enrollment solutions and services. No matter what goals your clients are trying to achieve, we'll provide the Workscope-specific expertise you need to create impactful communications that inform, educate, and drive specific enrollment behaviors.

## **Fast Solution Deployment and Updates**

Workscope's hosted delivery model ensures fast, efficient implementation and smooth ongoing operations without taxing your clients' internal IT resources or requiring you to become a technical expert. Plus, our flexible application platform and agile development methodology enable us to update your clients' solutions to reflect plan changes and additions — quickly and easily — for complete, accurate benefits administration and consistently high levels of employee satisfaction.



*“Benefits administration is an extremely important yet time-intensive process. By outsourcing to Workscope, we’re able to provide our employees with enhanced services while keeping our focus on strategic corporate initiatives.”*

GREGORY JACKMAN,  
MANAGER, SECURITY, BENEFITS,  
HEALTH, PRIVACY PROTECTION,  
**BMW MANUFACTURING CO.**

## Why Workscope?

Workscope offers a unique combination of deep HR expertise in health and welfare benefits and talent management, along with extensive experience in developing applications that are usable, reliable, and perform flawlessly. These strengths are reflected in comprehensive, proven solutions that drive Total Rewards to help your clients better manage healthcare costs, increase plan participation, and increase employee satisfaction for bottom-line results. Find out how Workscope can help you attract and retain more clients by differentiating your practice and enhancing the strategic value you bring to your business relationships.



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