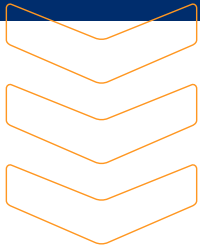


# Public Sector Education Buyer's Guide

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# Your Public Sector Solution

We are a technology company filled with real people, solving real problems, every day. Since 1998, we have been delivering market-changing benefits administration technology to the public sector supported by an intrinsic responsiveness to client needs. Benefits are our one and only focus.

## Our Why

We believe that, ultimately, people are at the heart of everything we do, and we care about each of them. Every person in Benefitsolver is a real person. We designed our technology and service model to deliver a unique solution to public sector employees focused on an empathetic personalized benefits journey, no matter what, where, or when employees need support. By providing a solution and service built for the public sector space, we can not only help you do your job, but ultimately help your workforce as well.

## What We Do

We deliver unique solutions and services you and your employees need or today and tomorrow, transforming the Annual Enrollment experience into a year-round personalized journey. Benefitsolver is not a “one size fits all” solution – our focus is balancing risk, budget, and preferences to meet your government organization’s needs.

### Single-Source Solution

Integrated resources streamline your institution’s benefits administration needs.

### Web-based Enrollment

Employees easily view plans, enroll, and make changes.

### Eligibility and Status

Rules-based configuration ensures data and status integrity.

### Fully-Integrated Reporting

Real-time, online tools provide information and insight.

### Licensed Participant Support

Service Center representatives offer high-touch, trusted support.

### Benefits Communications

Engaging content delivered where and when your employees need it.

### Privacy and Security

Employee privacy and security safeguarded with disaster-proof services.

### Consumer accounts

Financial stress is a real concern. Our fully-integrated consumer accounts can help your employees better plan for health care expenses and better save - for anything!

### Sofia<sup>SM</sup>

Our personal benefits assistant, is standing by 24/7 to provide a high-touch, personalized experience for your employees using artificial intelligence.





# Our Solutions

- Web-based Enrollment & Eligibility
- MyChoice™ Recommendation Engine
- MyChoice™ Mobile App
- MyChoice™ Market
- Sofia Personal Benefits Assistant
- Service Center
- Total Rewards by Businessolver
- COBRA Administration
- Consumer Accounts Administration
- ACA Compliance Suite<sup>SM</sup>
- Verification Services
- Reporting & Analytics
- Billing & Payroll
- Retiree, LOA & Direct Billing Services
- Employee Benefits Engagement
- Voluntary Benefits Integration
- HealthTracker<sup>SM</sup>
- Insurance Exchange Technology
- Defined Contribution

Benefitsolver® is a unique technology platform developed by Businessolver. [Click to learn more about Businessolver.](#)







## Join an organization with partners at their pinnacle



Together, the partnership between Businessolver and our Pinnacle Partners includes flexible designs, administration and value-added services. This helps ensure you and your employees have a seamless customer experience.

**Flexible:** Leverage technology to offer seamless integration of flexible, innovative products and services within the Benefitsolver platform.

**Service:** Maximize favorable benefits and enrollment experiences for you and your employees, with a dedicated service team to ensure all goes smoothly, end-to-end.

**Innovation:** Innovate to deliver to a comprehensive suite of core and voluntary products based on data-driven outcomes.



# Am I a good fit for Benefitsolver?

## A Checklist

I am looking at ways to keep our benefits competitive to attract and retain top talent.

My HR teams are overwhelmed.

My benefit costs continue to rise.

My workforce is not informed or engaged in their benefits.

I see value in an integrated solution.





# What questions should I ask?

- What technology and services do I need?
- Can the vendor meet my core requirements?
- Does the vendor have a focus on my vertical with its technology and service?
- Is the vendor web content accessibility guideline (WCAG 2.0) compliant? How committed is the vendor to benefits administration?
- What is the vendor's bench strength and growth projection?
- What are their clients saying?
- How much is the vendor investing in AI and automation?
- Does the vendor's culture align with my organization's?
- Is the solution future-proofed to ensure I meet my long terms strategic goals?
- Should I ask for SLA's or expect something more?
- What is my projected total cost of ownership throughout the length of the contract?

## Time to dig a little deeper?

Click here to find Ten Questions for Finding the Right Benefits Technology Partner.



## Hesitations? Ask yourself...

**I don't want a new consumer accounts provider because . . .**

**Ask yourself...**

**My participants don't have issues**

- Are they just choosing the plans they have always chosen without an active enrollment?
- Are they educated on their selection?
- Is the lack of issue because they are just passively enrolling or there is only one plan design?

**We have really low engagement, no sense in rocking the boat**

- Are you participants un-engaged because they are uninformed?
- Are participants over or under-insuring themselves and their families?
- What is this costing you?
- What is this costing the participant and their families?

**I don't want my employees to have to learn a new system**

- What are your current engagement rates?
- How many minutes are your participants spending on benefits election?
- Have you done a survey to understand the challenges with the existing system?
- Do you feel employees understand the AE process? Are you transferring data today?



## I'm interested in an RFP.

Check out the below documents to help you get the most out of your RFP.

To submit an RFP, contact Ryan James, [rjames@businessolver.com](mailto:rjames@businessolver.com).



**Market-Leading Benefits Technology +  
Innovative, High-Touch Services**

**[businessolver.com](https://businessolver.com)**

