Extending a client’s benefits administration team

When a growing organization needed more bandwidth to manage day-to-day benefits operations, Aptia stepped in to extend their team without adding headcount. The client faced challenges including:

- A small internal team stretched thin by billing, eligibility, and enrollment tasks
- Limited capacity to focus on strategic initiatives or process improvements
- Inconsistent employee and vendor support due to operational overload

Learn how Aptia provided a fully integrated operations support solution that improved accuracy, enhanced the employee experience, and created space for the internal team to focus on high-value priorities.

Read the full case study.

Image
US case study



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