



# **Delivering Excellence with the Right Partnership**

When PPI Benefit Solutions was founded, the regional benefits administration company focused exclusively on the underserved nonprofit sector. Over the years, they expanded to include corporate clients, and now they support middle-market groups in both sectors.

PPI Benefit Solutions provides a full-service benefits administration approach for its clients, including access to insurance products from top carriers, benefits technology powered by Businessolver®, consolidated benefits billing, and individual employee advocacy when claims issues become complex. Their high-touch, customer-oriented approach is married with deep insurance knowledge and expertise to provide the highest level of technology and service to mid-sized organizations.

## Challenge

In 2004, PPI needed a benefits administration technology partner to reduce paper and enable online enrollment and eligibility management. They needed a solution that was configurable to meet the unique needs of mid-market clients and scalable to keep pace with business growth. PPI wanted a partner that would innovate and grow with them, allowing PPI to continuously meet the needs of an always evolving employee benefits market.

## Company Snapshot



Benefits administrator for  
**mid-sized organizations**



Serves over **1,400** employers  
with **100k+** employees; almost  
**400** carrier files each week



Founded in **1972** with a focus  
on nonprofit sector; expanded  
to for-profit sector in 1989

Headquartered in  
**Wallingford, CT**



# Solution

PPI chose Businessolver® as its benefits technology partner, enabling the company to increase efficiency, accuracy and service levels, and create market-leading solutions for clients including:

- A streamlined, end-to-end client experience, from implementation through Annual Enrollment
- Enhanced employee enrollment experience with online employee self-service
- Secure, high-quality EDI for carrier files that reduces errors and increases billing accuracy
- Consolidated benefits billing and reconciliation
- Integrated COBRA administration that makes offboarding easier
- COBRA functionality that's automated and integrated into the system

**"The consolidated carrier files mean we can quickly and easily add new clients to the system, and billing accuracy is ensured."**

**"The Benefitsolver platform is our backbone, and it frees us up to concentrate resources and attention on the value we add from an insurance and benefits knowledge perspective."**

# Results

Since 2004, PPI has seamlessly added almost 60 thousand additional lives to the Benefitsolver® platform, and the two companies have effectively grown together. In fact, owing to its complexity and specific needs, PPI has influenced and continues to help drive the evolution of the Benefitsolver® platform. This has been one of the factors in the high level of customized service PPI brings to its market.

PPI has created a best-in-class solution, combining its technical benefits and market expertise with Businessolver's benefits technology, which they brand as the AutoEnroll platform.

**"We market our administration as being powered by Benefitsolver, because we know we are offering a best-in-class solution to our clients."**

## About Businessolver

Founded by HR professionals, Businessolver's unwavering service-oriented culture and secure SaaS platform provide measurable success in our mission to provide complete client delight. Since 1998, Businessolver has delivered market-changing benefits administration technology supported by an intrinsic responsiveness to client needs. We create client programs that maximize benefits program investment, minimize risk exposure, and engage employees with easy-to-use solutions and communication tools to help them make wise and cost-efficient benefits selections.



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

[businessolver.com](http://businessolver.com)