



CASE STUDY WITH BENEFITS & PAYROLL SPECIALIST
eCommerce Software Development Company
130 Employees

Maintaining a positive employee experience while transitioning off a PEO

Client

The client is a company that provides eCommerce solutions to small and medium businesses (SMB). They have 130 employees distributed across the U.S. and internationally.

Challenge

The company was in a time of transition. They had just moved off of a Professional Employer Organization (PEO) and were taking on all HR functions in-house for the first time. In addition, with a fully distributed team in a competitive talent market, there was a big push to improve the employee experience and highlight the value of total rewards.

"I was taking over a lot and with the transition there was a lot of mess to clean up. None of the processes were streamlined. In addition, my role included supporting employees, but with so many benefits, I didn't have the expertise or bandwidth to guide employees."

11.5X

Direct return on investment

92%

Increase in voluntary insurance elections

70%

Increase in employees contributing to HSA

61%

Increase in contributions to FSA



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Driving better program results with Pasito's benefits decision support and open enrollment communications

The company wanted to ensure employees had an excellent experience while learning about their new benefits and health plans leading into the enrollment period. The company asked Pasito to help them ensure a smooth transition from the PEO.

"Pasito helped in a lot of ways. The team helped me know what to expect during open enrollment and helped me better understand our benefits. The Pasito webinar and materials were crafted incredibly well and elevated our whole campaign. And the app in itself is very impressive. Employees trusted Pasito. Pasito filled our gap as the benefits expert and made us look good!"



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A trusted experience that made enrollment easy and stress free

Employee experience

“Pasito easily gained employees' trust through their very knowledgeable presentation introducing the app. During open enrollment I only had two 1:1 meetings scheduled. Every other employee was able to get their questions answered through the Pasito app.”

HR experience

“One of the best vendor experiences I've ever had! As a smaller company, we are constantly chasing vendors down to make sure things happen on time. With Pasito it was the opposite. They did a phenomenal job making sure the app was ready and kept us on track. I trust Pasito to do things right and do them well. All of the promotional materials including gifs and emails were ready to roll out. The app is incredible. The experience took a lot of stress off me and made things easy.”

Results

A smooth transition off PEO with better benefits decisions from employees including a huge increase in voluntary benefits elections, direct employee and company savings, and very happy employees.

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