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Improving compliance metrics for non-discrimination testing

Client

The client is a company in the trades space delivering operating systems for over 12,000 contractors across the United States. They have a large distributed and diverse workforce that includes both knowledge and skilled workers.

Challenge

The company had failed their non-discrimination test due to benefits engagement with pre-tax accounts skewed largely toward highly-compensated employees. They wanted to increase engagement and value across demographics while improving their compliance metrics and reducing the administrative burden from test failure.

"We had failed our non-discrimination test and knew that it was going to be a long-term problem. Pasito gave us the opportunity to improve engagement and compliance metrics. In addition, as an HR professional, I am not qualified to give employees tax or financial guidance and benefits can get incredibly confusing - it's easy to give up on trying to figure out what is right for who because it is too complicated."

4X
Direct return on investment

68%
Increase in FSA contributions

61%
Engagement rate across demographics

95%
Employee satisfaction rating with Pasito

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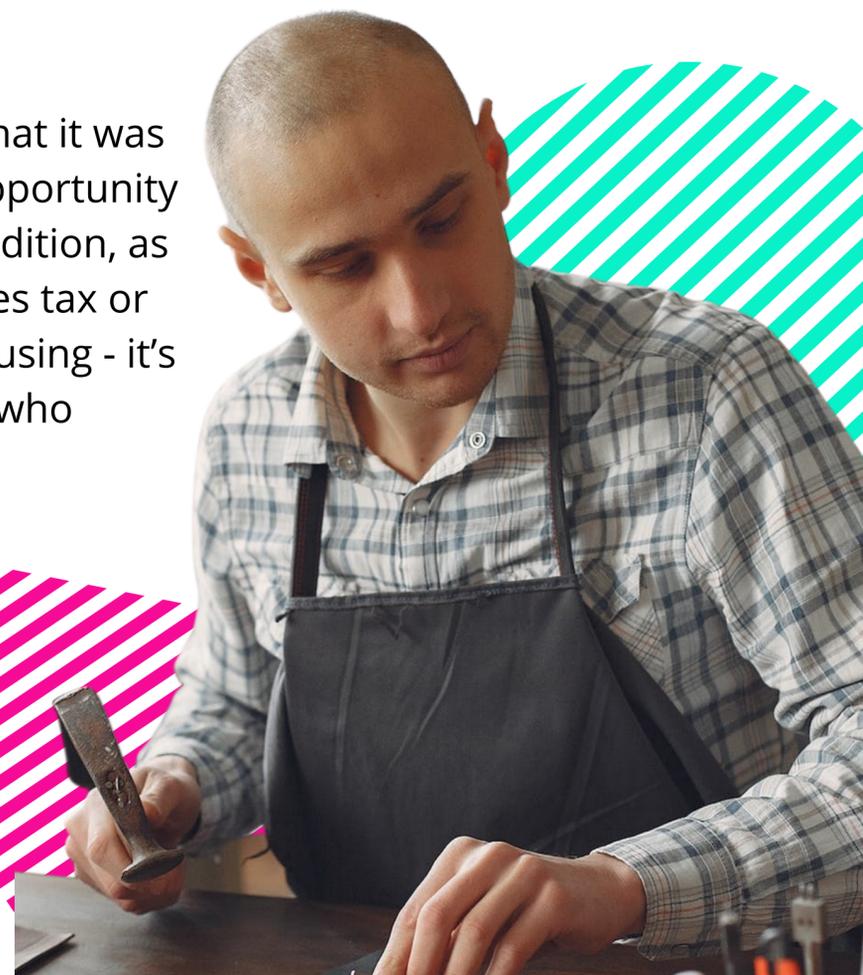
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CASE STUDY WITH SENIOR BENEFITS MANAGER
Trades Business Software Development Company
2,000 Employees

Higher pre-tax account engagement and appreciation across demographics with Pasito's personalized benefits decision support

The company wanted to ensure they helped employees understand the value of their benefits to increase engagement with their pre-tax accounts. They partnered with Pasito to provide personalized education and guidance for their employees to increase benefits utilization across demographics.

"Pasito was something we'd never seen before, and we knew it would be helpful. They offered a qualified resource to offload individual employee support for benefits selection. Pasito allowed us to easily educate our employees on which options were optimal for them, and employees were very appreciative. Pasito was very helpful to us and are the only ones doing [decision support] in a comprehensive way."

> " Employees were very appreciative of it. Pasito was very helpful to us and are the only ones doing it in a comprehensive way. "

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An easy roll out and excellent experience

Employee experience

"Employees were happy with their decisions to enroll into their benefits. They felt more comfortable and confident about their benefit elections after using Pasito. Employees were even sharing their Pasito experience with their peers in the company Slack and encouraging other employees to use the service."

HR experience

"We have done a lot of vendor implementations, and the more challenging they are, the worse an experience it is for me. Pasito made roll out very easy. They provided all the marketing materials I needed throughout the process - from awareness to signing up. When employees reached out about their benefits, I simply directed them to Pasito."

Results

Higher pre-tax account engagement across demographics, direct employee and company savings, better compliance metrics, and very happy employees.

4X	68%	61%	95%
Direct return on investment	Increase in FSA contributions	Engagement rate across demographics	Employee satisfaction rating with Pasito

> **Employees were even sharing their Pasito experience with their peers in the company Slack and encouraging other employees to use the service.**