

USI Uses PlanSource To Increase Operational Efficiency And Simplify Benefits Administration

Location: Multiple Locations, US (HQ Cleveland, OH) | **Industry:** Food & Grocery |
Employees: 4,000 | **Website:** <https://www.heinens.com/>

PLANSOURCE®



Family owned and operated since 1929, Heinen's started as a humble butcher shop in Cleveland, Ohio that has since expanded into a full grocery experience with locations across the Midwest. The regional chain sets the precedent for a high-end grocery experience through their mission of providing world-class customer service while offering the freshest, highest-quality foods available.

SOLUTION

- The grocery chain is comprised of a unique workforce mix with a high volume of in-field retail and warehouse employees in addition to administrative and managerial roles.
- Heinen's offered generous compensation packages with multiple health care and ancillary plan options. However, the complex configuration was cumbersome to manage.
- The group had yet to adopt a technology solution so all benefits functions for the 4,000+ employees, from enrollment to management, were manually managed via paper.

- USI partnered with Heinen's to find a modern technology solution that offered a more efficient and frictionless process for handling benefits administration.
- The PlanSource Advantage Program was a unique solution that allowed USI to design diverse benefits plans with health care and ancillary products from program carriers while also earning credits towards the cost of the new benefits administration platform.
- The mobile-friendly solution offered by PlanSource was an ideal fit for the diverse workforce. A majority of the workforce does not have a corporate email or access to a computer at work, so the mobile-friendly enrollment process is a perfect alternative to traditional election methods.

RESULTS

- Heinen's transitioned from using paper for all benefits administration tasks to everything being online for employee data management, onboarding and benefits shopping, enrollment and administration.
- With the help of PlanSource and the unique Advantage Program, USI was able to create attractive benefits packages and offset the cost of technology, thus creating efficiencies and saving the client money.
- Despite the complex implementation, the PlanSource system launched for Heinen's a full 5 days prior to the scheduled 'go live' date, allowing the client to get up and running faster than anticipated.



Simplified, Mobile-Friendly
Benefits Solution



4,000+
Employees Enrolled



Offset The Cost Of Technology
Through Advantage Program