

## Case Study: How Strategic Materials Saved Valuable Time and Resources Through Benefits Outsourcing

### About Strategic Materials

Strategic Materials is North America's largest and most comprehensive glass recycler. Headquartered in Houston, Texas, Strategic Materials is a leading recycling company with facilities across the United States and Canada. With over 100 years of history and nearly 50 plants, Strategic Materials is the premier source of recycled glass. With a focus on operational excellence and process innovation, Strategic Materials strides to consistently meet clients' evolving expectations.

### Strategic Materials



**Industry:** Environmental Services



**Employees:** 1,000+



**Location:** Houston, TX



[www.strategicmaterials.com](http://www.strategicmaterials.com)



"Outside of managing the cost of our benefits package, our objective is to serve employees proactively—to make sure that they understand their options and know that we care about them"  
– **Isabel** Martinez, *Benefits Specialist*



"The Benefits Billing service is incredible because we don't have to touch it! We don't have to handle any of the calculations or spreadsheet manipulations. We literally send one email to handle 100% of the invoices to our carriers—that's as involved as it gets!"  
– **Courtney** Scardino, *Regional HR Business Partner*

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### Challenge:

- Data integrity and accuracy concerns
- Missing core benefits features and functionality
- Inadequate and inflexible reporting
- Lack of service and timely issue resolution

### Solution:

- Strategic Materials announced PlanSource as their new partner for a full benefits outsourcing solution. The offering included a full benefits administration upgrade, an employee contact center, benefits billing and reconciliation, COBRA administration and a dedicated Account Manager
  - > **Employee Contact Center:** A fully-certified call center to service all employees (including support for Spanish-speaking employees)
  - > **Dedicated Account Manager:** A dedicated account manager and full support from the implementation team during onboarding and training
  - > **Benefits Billing Service:** Gathers monthly carrier bills, calculates self-reported totals, audits bills, handles payment to the insurance carrier and resolves any issues that might pop-up during the process
  - > **Robust Features and Functionality:** An intuitive and mobile-friendly experience that makes benefits education and enrollment easy and accessible to all employees



### Results



Added an employer contribution to HSA accounts



Three new worksite products from Metlife: Accident, Critical Illness, Hospital Indemnity. 25% of employees enrolled in critical illness in the first year



Increased 401(k) match and improved vesting schedule



More than 50% of employees enrolled via the contact center