

Topco – Where Technology Freed Up HR

About Topco

Since 1944, Topco Associates LLC has operated as a strategic sourcing company, providing procurement, quality assurance, packaging, and other services for its food industry member-owners and customers. Topco is the largest American retail food Group Purchasing Organization (GPO) and the third-largest private company in Illinois. The company partnered with PlanSource in spring of 2020 to give employees a more user-friendly benefits experience and reduce administrative stress for its HR team.



Industry: Grocery merchant wholesaler



Employees: 500+



Location: Elk Grove Village, Illinois

topco.com



“PlanSource has significantly reduced my ben admin stress. If associates have benefit questions, have a life event or want to further understand their benefits, PlanSource has made it super easy for them to handle it themselves. It has made a huge difference and freed me up to focus on strategy and our internal OE communications.”

– Kait Blount, HR Analyst

Challenge

- Large influx of benefits-related employee questions that took HR time away from strategic initiatives
- Inability to automate evidence of insurability created hours of extra HR work
- Inefficient dependent verification process overwhelmed HR with additional reporting and auditing



Solution

Without PlanSource, Topco's HR team was drowning in tedious tasks that required a lot of support and focus, leaving no time for strategic initiatives. After implementation, Topco used our technology to its fullest extent to maximize their HR team's time. Increased automation and employee usability greatly improved the benefits experience for both HR and employees. Now, HR can focus on strategic initiatives to continue to enhance their open enrollment.

- **Seamless Online EOI Capture:** With Lincoln Financial Group and PlanSource's partnership, Topco's employees were able to access, complete and submit Evidence of Insurability questions right from the benefits shopping experience. No more paper forms, no more hassle for HR to track these forms.
- **Employee Self-Service:** With the PlanSource call center and user-friendly benefits dashboard, employees have a better understanding of their benefits without having to go to HR.
- **Eligibility Management:** PlanSource's built-in automation tools not only saves HR an hour of work every 2 weeks, but also means they don't even have to think about pulling reports, auditing new enrollees or removing ineligible dependents themselves - now PlanSource does it all for them!

Results

19

19 minutes saved per enrollee with automated EOI

40

40 hours per week of HR time saved over 3 months thanks to fewer employee questions

2

2 hours saved each month by automating eligibility management tasks saved

+

Improved user experience via the intuitive benefits dashboard