

About 30% more employees completed enrollment with Lincoln Financial Group's automatic EOI process.

About Ingevity

Through a diverse, talented and experienced team, Ingevity develops, manufactures and brings to market solutions that help customers solve complex problems and make the world more sustainable. Ingevity operates 13 plants around the world, employs approximately 1,700 people, and works with 5 unions. With a Benefits team of two, Ingevity was looking for a benefits technology provider that is user friendly, has a dedicated support team to consult, has integrations with Lincoln Financial Group, and one solution that can help them accomplish all their evolving initiatives.



Industry: Manufacturing



Employees: 1,700 globally



Location: North Charleston, SC

<http://ingevity.com/>



“ We picked PlanSource because of how kind and personable they are...We were looking for a team that would be a good partner and consultant. We are a small Benefits team and we're super happy with our account management support.”

- Tamra Miller, Benefits Manager at Ingevity



Challenge

- Previous vendor reporting was not user friendly.
- Configurability was not adaptable with the changing workforce and needs.
- Needed a dedicated support team, not a chat bot.
- Interested in co-branding options.

Results

-  **Improved** Data Accuracy and Flow
-  **Decreased** Compliance Issue Vulnerabilities
-  **Reduced** Stress on Internal Team Decreased
-  **Saved Time** for Busy HR Team

Solution

Ingevity chose PlanSource because of the people. This was apparent during the sales process and continues to this day. Ingevity feels supported every step of the way and can lean on their PlanSource team to resolve issues and give advice to optimize the system.

Ingevity has the benefit (or, taken advantage) of a user-friendly reporting tool and how it adapts to their changing initiatives. As their team focuses on increasing benefit understanding this year with communication, engagement, and new hire onboarding efforts, their HR team is excited to see the results in PlanSource's reporting tool.

- **Carrier Integrations:** This year their HR team and employees had a greatly improved benefits experience enrolling in Lincoln Financial Groups' life insurance by utilizing its Single-Sign On and API capability with PlanSource. Employees were able to answer EOI questions at checkout within the benefits shopping experience in the PlanSource platform while also providing Lincoln Financial Group's decision status back to the employee and HR in real-time. Automatic alerts kept the HR Admin and employees in the loop on their EOI status.
- **Dedicated Support:** Ingevity was looking for an account management team they could consult with. They act as an extension of the Ingevity HR team, and together they work closely resolve issues and optimize solutions.
- **Reporting:** This is the tool their team utilizes most frequently, and they enjoy the user-friendly experience. With Ingevity's focus on employee communication, engagement, and new hire onboarding this year, they look forward to diving further into this reporting tool.