

Renesas Electronics rated their PlanSource implementation experience 5 out of 5.

About Renesas Electronics

Headquartered in Milpitas, California, Renesas is a prominent player in the semiconductor industry, employing 3,500 individuals. In their quest to enhance the employee experience, Renesas initially implemented PlanSource in September 2020 and began rolling out its services in May 2022.

The company sought a comprehensive solution to stabilize the employee experience, streamline consolidated billing, and provide additional services for their teams and employees. A key objective was to implement carrier integrations to significantly reduce the workload on their HR team.



Industry: Semiconductor



Employees: 13,500



Location: Milpitas, CA
www.renesas.com/us/en/



Challenge

Before implementing PlanSource, Renesas faced significant challenges with essential benefits functionality, resulting in a manual, paper-based process for managing life events and benefits changes. This manual approach was not only time-consuming but also prone to errors, leading to a suboptimal employee experience. Renesas aimed to achieve several key objectives with the implementation of a new system:

- Stabilize the employee experience through self-service tools
- Add consolidated billing as well as other services
- Integrate implemented quickly to allow employees enough time on the new system before active enrollment

5 out of 5 Customer Satisfaction (CSAT) Score

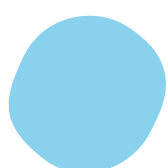
Results



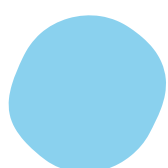
Improved Employee Experience: The PlanSource system provided a much more user-friendly interface, enhancing the overall employee experience.



Efficiency Gains: Automated processes and integrations significantly reduced the administrative burden on the HR team, allowing them to focus on more strategic tasks.



Quick Implementation: Renesas went live on PlanSource in six months but was able to have the system online within one month thanks to the efficient implementation process.



Seamless Integrations: The PlanSource team enabled quick and efficient integrations with existing vendors, further streamlining processes and reducing manual work.

Solution

The implementation process was driven primarily by PlanSource, with Renesas providing critical support and input. Key steps in the implementation included:

- **Data Migration:** Renesas conducted a thorough audit of their existing data to ensure accuracy and completeness before migrating it to the PlanSource system. This involved reviewing beneficiary information, overage dependents, and other critical data elements.
- **System Configuration:** Renesas worked closely with PlanSource to configure the system according to their specific business processes and plan rules. This included defining requirements, setting up integration points, and configuring COBRA administration and consolidated billing.
- **Project Management:** Weekly meetings and regular updates ensured that the project stayed on track. The one main point of contact on the PlanSource team was able to align with Renesas on deliverables, timetables, requirements, and expectations.
- **Training and Support:** PlanSource provided comprehensive training and support to ensure that Renesas' HR team and employees were well-prepared to use the new system.

