

Pharmaceutical Leader Elevates Their Benefits Administration with High-Touch Service



After years of unsteady service and unpredictable benefits costs with a previous provider, Sanofi U.S. turned to Empyrean for reliable service and proactive benefits solution development. Since then, the pharmaceutical giant has enjoyed smooth employee enrollment, well-coordinated vendor management, and unrivaled client service.

CHALLENGES

With their previous provider, Sanofi encountered uncoordinated service teams, poor issue resolution and unreliability, and a lack of transparency that made it impossible to predict and control benefits costs. Constant last-minute process workarounds were required to maintain data integrity and compliance. Moreover, the provider's disjointed client and employee service teams often led Sanofi to discover errors the provider should have been working to prevent.

The Sanofi benefits team had always operated lean, but the modest staff soon found themselves faced with doing more and more of the heavy lifting. In addition to managing over twenty carriers and benefits vendors, Sanofi's U.S. benefits team also had to carry the burden of a failing benefits administration provider as well. As a result, it became clear that Sanofi needed more than an administrator to go through the motions; they needed a true benefits partner.

EMPYREAN'S SOLUTION

From day one of the implementation process, the Empyrean team leveraged both expertise and knowledge of best practices to develop efficient process flows and keep Sanofi's benefits activities running smoothly. The Empyrean implementation team painstakingly researched, qualified, and coordinated Sanofi's complex network of over twenty benefits carriers and outsourced vendors. The team also built compliance requirements and eligibility rules into each process to help the company avoid compliance risks.

Empyrean's client services team also improved the efficiency of many of Sanofi's benefits processes. For example, in partnership with the company's finance function, Empyrean's team established a reliable routine for calculating and disbursing monthly premium payments to all benefits carriers on Sanofi's behalf. In addition, when Sanofi switched to a new payroll provider that did not offer direct employee phone support, Empyrean stepped in to offer call center resources for employee payroll queries.

As a continuation of their intimate involvement in the implementation and onboarding process, Empyrean's client services team immediately took a high-touch approach to mobilize all of Sanofi's benefits administration and compliance activities into a well-coordinated program. Empyrean team members attended Sanofi's in-person benefit fairs and assisted employees in enrolling in their benefits on the Empyrean platform.

Today, Empyrean's Account Advisor and Client Services Manager meet routinely with the Sanofi U.S. benefits team to assess program performance and identify areas for greater efficiency. Together, they share feedback, debrief on the latest process improvements, and set clear expectations and a roadmap for annual enrollment activities and year-round strategic optimization.

BACKGROUND

NAME:
Sanofi U.S.

INDUSTRY:
Pharmaceuticals

U.S. HEADQUARTERS:
Bridgewater, New Jersey

LIVES: 15,000

COMPLEXITY LEVEL:

Empyrean Client
Since 2018

Global leader in prescription and over-the-counter medicines, vaccine development, and consumer healthcare.

TECH + SRVC

RESULTS

As Sanofi U.S. Head of Benefits, Alan Lubeck, remarked at the end of the implementation process, "This is the best implementation I've ever been a part of. We found fewer issues in testing than I've ever seen."

With a seamless technology solution, reporting tools, and dedicated employee support, Sanofi's open enrollment process runs smoothly, and there is a new-found ability to avoid errors related to payroll deductions, eligibility rules, and data accuracy. Frequent client survey feedback highlights Empyrean's superior service orientation and commitment to client satisfaction.

As Empyrean builds upon its existing suite of benefits administration technology and employee support services, clients like Sanofi U.S. will continue to have access to innovative solutions for managing their benefits administration program today and into the future.



CLIENT KUDOS

This is the best implementation I've ever been a part of. We found fewer issues in testing than I've ever seen.

*-Alan Lubeck
HEAD OF U.S. BENEFITS*

The team is terrific, and I am very pleased. [The Client Services Manager] does a terrific job managing the crew and serving as an extension of the Sanofi team when in discussions with other vendors (i.e., carriers or payroll). Overall, great job!

*-Scott Kline
BENEFITS MANAGER*

We [have had] an extremely positive experience and would highly recommend your ben admin services to any company. I couldn't say this about any other provider I've worked with.

-Sanofi Benefits Team

LOOKING AHEAD: A LONG-TERM PARTNERSHIP DELIVERS ONGOING VALUE

As Sanofi has continued to expand with recent acquisitions, Empyrean has been there to coordinate benefit plans and enrollments for the newest members of the workforce. The partnership has allowed Empyrean to bring the breadth of its high-touch service orientation and benefits administration expertise to help Sanofi achieve optimal benefits program operations throughout the U.S. The feedback from Sanofi's benefits team speaks volumes.