Team Spotlight

Employee Benefits 》 **Technology Team**

Meet the Benefits Technology Team! This talented group works behind the scenes to bring benefits strategies to life in client systems. Whether you're launching a new program or enhancing existing ones, they're here to bridge the gap between innovative solutions and technical execution. Learn more about the team below!

Get to Know the Tech Team

We are the Benefits Technology Team that was created to help implement all of the Benefits Department's "creative insurance solutions" into the technology [benefits administration systems] that our clients. The team consists of Zach Meyer (2017), Javi Simon (2019), Sydney Connolly (2021), and Dilan Simon (2023). We work with over 300 of our clients on over 35 unique Benefit Administration/HRIS systems.

Zach Meyer,
Dubuque

Javi Simon,
Dubuque

Sydney Connolly,
Dubuque

Dilan Simon,
Dubuque

Due to the complexities of Benefits & Technology, the technology vendors typically don't understand how the benefits should be implemented, and the insurance carriers don't know how to tell the tech vendors how to build the plans in the system. This leaves our clients in a very frustrated place between two sides that don't know how the other works. That's where this team comes in – to bridge the gap between Benefits and Technology!

How to Best Engage the Team

Our team is trained to handle all systems (that we have seen so far) so there is no specialization by type of system or client. We work in tandem to teach each other the systems we haven't seen yet and grow the capacity of the team. Because of this cross training, the best way to engage the team is to create a Monday request. This will allow us to divide the work to best assist your clients and you as quickly as possible.

We also enjoy when you stop over at our desks in the Engagement Team row; despite being computer people we also like people!

Our biggest tip to help us help you would be to include us early and help us understand the issues/background. As Stephen says "It's easier to bend a sapling than a tree" – when we can help shape the situation and questions it helps prevent friction between the clients and the tech vendors telling them they can't do something.

What's in the Works?

We're making progress on several exciting initiatives this Q4, with a focus on tools and processes to enhance our service delivery.

- Sydney and Erica [Elsbernd, Sr. Communications Consultant] have built a Highlight Language Generator to help you create consistent client messaging without having to search for past similar situations.

- Sydney is developing a "5 Point Inspection" system testing deliverable for clients, aimed at better marketing our services and enhancing stewardship.

- Javi is creating a streamlined process for pulling client data to develop a more comprehensive 2025 Engagement Study.

- Our ultimate goal is to build an even more compelling story for why our Engagement Team is better than any other broker out there!

- While our current focus is on completing these Q4 initiatives, we welcome your suggestions for future improvements. Feel free to stop by – we'll add your ideas to our whiteboard in the mini-office for Q1 review!

Engage the Team >