

OCI Enterprises onboards Aflac in record time for open enrollment by utilizing Sability services

Client Industry



Solar Energy

Number of Employees



126 with Aflac

Services



Supplemental Insurance Benefit
Carrier Data File Processing

Situation

OCI Enterprises decides to offer Aflac benefits to its employees only weeks before the start of open enrollment.

The companies in OCI Enterprises's energy division develop, construct, finance, own, and operate utility-scale and distributed-generation solar photovoltaic facilities across the United States. During the past ten years, the division has developed more than a gigawatt's worth of solar projects throughout Texas, Georgia, and New Jersey.

Lydia Cruz, the company's Senior Compensation and Benefits Analyst, received a call from an Aflac representative shortly before the start of the benefits open enrollment period. Despite the looming deadline, the representative offered OCI Enterprises Aflac's supplemental insurance to its employees.

"We were already working with a supplemental insurance vendor, but Aflac's rates were lower for our employees, so it made sense to switch," said Lydia. "The only issue was that it was near year-end, which is when we normally start our open enrollment."

Having worked with other vendors, Lydia knew it could take anywhere from four to six months to finish the setup and transfer of the file feed to Aflac from UKG, its payroll provider. That meant it could be well into the following year before the entire process would be completed and running smoothly, leaving Lydia and her team to resort to paper processes.

However, Aflac's representative told Lydia of the company's relationship with Sability and assured her that all the technical work could be completed in a fraction of the time it typically takes.



"The Sability team was very knowledgeable about our systems, and they were good about explaining things we didn't understand about the process. That helped get this project done quickly."

Lydia Cruz

Senior Compensation and Benefits Analyst, **OCI Enterprises**

Solution

Sability teams up with UKG to set OCI Enterprises up with Aflac.

Sability is an award-winning Human Capital Management (HCM) consulting firm committed to assisting organizations like OCI Enterprises with establishing a strong link between technology and tangible business results.

Thanks to Sability's partnership with HCM and payroll services provider UKG, the Sability team reduced the time it takes to automate file feed transfers to benefit providers due to a standardized playbook and process they created. Sability's new process for Aflac customers reduced their timeline from four to six months to just a few weeks.

Immediately after Lydia made the decision to offer Aflac to OCI Enterprises's employees, Aflac brought in Sability to handle setting up the data feed. The Sability team worked with UKG, OCI Enterprises, and Aflac to develop the file format and connection needed for transferring the data.

"Everything involving Sability went smoothly," said Lydia. "Sability assigned a team to us with a principal analyst who helped resolve several issues that arose. The team was very responsive, and we didn't need lots of meetings to get the transition accomplished."

RESULTS

Sability achieved the following wins for OCI Enterprises:



Completed Transition in Thirty-Five Business Days

The Sability team worked closely with Aflac and UKG to finish a project that typically takes four to six months in just thirty-five business days.



Minimized Open Enrollment Delay

Even though the decision to offer Aflac to its employees was made near the end of the year, OCI Enterprises only had to push back the start of open enrollment two weeks thanks to Sability's quick action.



Provided Extraordinary Support and Efficiency

The partnerships in place allowed Sability to provide responsive support and accomplish the transition without requiring extensive meetings from the OCI Enterprises team.