



Next Generation Benefits Administration

Alight

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's Benefits Administration profile on Alight is a comprehensive assessment of Alight offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Benefits Administration Services and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Benefits Administration Services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Alight's offerings and capabilities in Benefits Administration Services.

Alight, Inc., (Alight Solutions, NYSE: ALIT), headquartered in Illinois, is a technology-enabled provider of health, wealth, payroll, HR, and financial cloud solutions. Alight listed as a public company on the NYSE in July 2021 (ticker symbol "ALIT"). Alight has ~15k employees across 25 countries supporting HR and Cloud services.

Alight was formed in May 2017, after the acquisition of the benefits outsourcing business of Aon plc by Blackstone Group L.P. and other co-investors. In 2017 Aon's sold its outsourcing businesses (including benefits administration, multi-process HR services, and cloud HR/payroll services) to Blackstone for ~\$4.3bn. However, the company has operated for more than 25 years.

Today Alight services ~14m employees/retirees (plus their dependents) across ~740 H&W administration clients with its~ 5k health colleague delivery organization. Across all solutions, Alight serves over 30M employees, retirees and family members. Alight administers ~13k unique health plan designs, ~\$100b in annual premiums, and integrates with thousands of carriers, health and wellbeing vendors and client partners. Alight made several strategic acquisitions to strengthen its benefits administration capabilities, including:

- Aon Retiree Exchange, October 2021. The Aon Retiree exchange has been supporting clients' retirees in the Medicare market since 2008, helping over 150 clients and serving over 1M retirees.
- ConsumerMedical, October 2021, to expand health navigation services with enhanced clinical guidance and expert medical opinions to support employees.
- Choice Health, September 2020, to strengthen its retiree health offering in the individual market space.
- Hodges-Mace LLC, July 2019, to enhance its health and voluntary benefit capabilities.
- Compass Professional Health Services (Compass), 2018, to strengthen its advocacy services.

Scope of the Report

The report provides a comprehensive and objective analysis of Alight's Benefits Administration Service offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Next Generation Benefits Administration Assessments

also Available for:

ADP

bswift

Conduent

Empyrean

LifeWorks

Mercer

PlanSource

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Cloud HR Transformation, Benefits Services, and Payroll, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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