



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

H&W Administration

Fidelity

Report Abstract

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10-pages

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Who is This Vendor Assessment For?

NelsonHall's Cloud HR Transformation Services profile on Fidelity is a comprehensive assessment of Fidelity offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of H&W Administration and identifying vendor suitability for H&W Administration RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the H&W Administration sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Fidelity's offerings and capabilities in H&W Administration services. Fidelity Investments (Fidelity), founded in 1946 and headquartered in Boston, Massachusetts, is a financial services corporation with 40k employees. Fidelity has ~21k benefits administration clients and serves ~30m participants, including 3m stock plan and HSA participants. In H&W administration, it has ~32 clients and serving ~1.3m participants. The company has ~9.4k employees delivering benefits administration services across its two divisions:

- Workplace Investing division, which principally covers:
 - Retirement services including Defined Contribution pension administration, Defined Benefit pension administration with a specific focus on 401(k) and 403(b) plans
 - Retirement plan services for Not for Profit organizations
 - Student Debt
 - Stock Plan Services
 - Workplace Giving
 - Personalized Planning and Advice.
- Fidelity Health Care Solutions division supporting ~ 50 very large enterprise clients with ~300 delivery employees, offering:
 - Benefits Administration
 - Health Savings Accounts (HSAs)
 - Health & Welfare Administrative Services
 - Group & Individual Voluntary Benefits
 - Wellness Solutions.

Scope of the Report

The report provides a comprehensive and objective analysis of Fidelity's H&W Administration services 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.

H&W Administration Assessments also available for:

ADP

Alight Solutions

Benefex

Benefitexpress

bswift

Conduent

Darwin

Mercer

Morneau Shepell

About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and The Future of HR, 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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About NelsonHall

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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