



H&W Administration

Alight Solutions

Report Abstract

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Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's Cloud HR Transformation Services profile on Alight Solutions is a comprehensive assessment of Alight Solutions 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 Alight Solutions's offerings and capabilities in H&W Administration services.

Alight Solutions (Alight) is headquartered in Lincolnshire, Illinois is a technology-enabled provider of health, wealth, payroll, HR and financial cloud solutions. It is private equity owned by Blackstone. Alight has provided benefits administration services for ~25 years, with the bulk of its capabilities from Hewitt Associates. Today Alight services ~14m people across ~740 H&W administration clients with its 5k health colleague delivery organization. Its health partner network includes 2k carriers and partners, and \$100b premiums are managed annually. Alight has made several strategic acquisitions over the last two years that that has strengthened its H&W administration capabilities, including Choice Health, Hodges Mace and Compass.

Choice Health was acquired in September 2020, to strengthen its retiree offering. Workers retiring without employer-provided retiree medical benefits, Alight's solution will offer a simpler way to access Medicare Advantage coverage. Using licensed agents, Alight can now help transition those workers from the employer-provided healthcare plans they had while actively working to Medicare Advantage plans available from various national carriers. Choice Health has over 15 years of experience in direct-to-consumer operations and specializes in the rapidly growing Medicare market and reaches more than 24m consumers annually.

Hodges Mace was acquired in July 2019, to enhance its health and voluntary benefit capabilities. Hodges-Mace provides health benefits administration technology and services to ~500 U.S. companies for ~1.2m employees. Its technology platform enables employees to enroll in and manage their core and voluntary benefits. Hodges-Mace also offers white-glove benefits enrollment services, including one-to-one advisory sessions during important events, like annual enrollment and new hire onboarding. Hodges-Mace's "SmartBen" platform enables employees to enroll in, shop for, and manage core and voluntary benefits. The acquisition developed Alight's capability in serving smaller organizations. At the time, Hodges-Mace had 500 clients, with an average of 2,000 participants. Most significantly, the acquisition assisted Alight in extending its range of partnerships with consultants, brokers, and carriers, strengthening Alight's reach into the broader ecosystem.

Compass Professional Health Services (Compass) was acquired in Q3 2018, to strengthen its advocacy services. Compass Professional Health Services is a healthcare technology company with ~250 employees providing advocacy and network optimization services to ~1.7k clients and ~2m members in the U.S. Alight's acquisition of Compass expanded on Alight's legacy Advocacy capabilities, which supported members as they use healthcare services by resolving issues, providing patient education and support. Compass expands the legacy Alight Advocacy business through a combination of technology and people (Health Pros) that assist members in selecting high quality, cost-effective providers, and modeling health procedures and prescription costs. The combined Alight Advocacy and Compass business has been rebranded as Alight Health Navigation Services. Alight has integrated Compass technology with its administration systems to provide users a holistic experience.

Scope of the Report

The report provides a comprehensive and objective analysis of Alight Solutions'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

Benefex

Benefitexpress

bswift

Conduent

Darwin

Fidelity

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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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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