

# WageWorks Benefits Administration

Vendor Assessment Report Abstract

#### November 2017

by Amy L. Gurchensky
HR Services Research Analyst
NelsonHall

10 pages







#### Who Is This Vendor Assessment For?

NelsonHall's benefits administration vendor assessment for WageWorks is a comprehensive assessment of WageWorks' benefits administration services offering and capabilities, designed for:

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



## **Key Findings & Highlights**

WageWorks is a provider of tax-advantaged consumer directed health, commuter, and employee benefit plans in the U.S.

WageWorks' benefits administration services offering includes consumerdirected health accounts, commuter accounts, fitness/gym programs, tuition reimbursement, COBRA administration, and private exchange administration.

WageWorks has ~100k clients and serves ~6.5m participants.

#### Scope of the Report

The report provides a comprehensive and objective analysis of WageWorks' benefits administration offering, capabilities, and market and financial strength, 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.

2



#### **Contents**

- 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

### **Report Length**

10 pages

# **Report Author**

Amy L. Gurchensky

amy.gurchensky@nelson-hall.com

# **Benefits Administration Vendor Assessments Also Available for:**

ADP

**Alight Solutions** 

Barnett Waddingham

Capita

Conduent

Empyrean

Equiniti Group

Fidelity

Mercer

Morneau Shepell

**Punter Southall** 

Secova

Willis Towers Watson