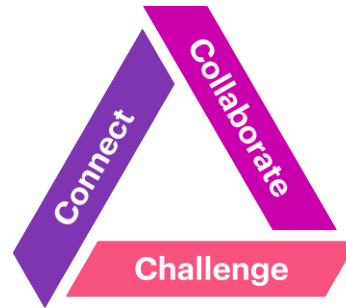


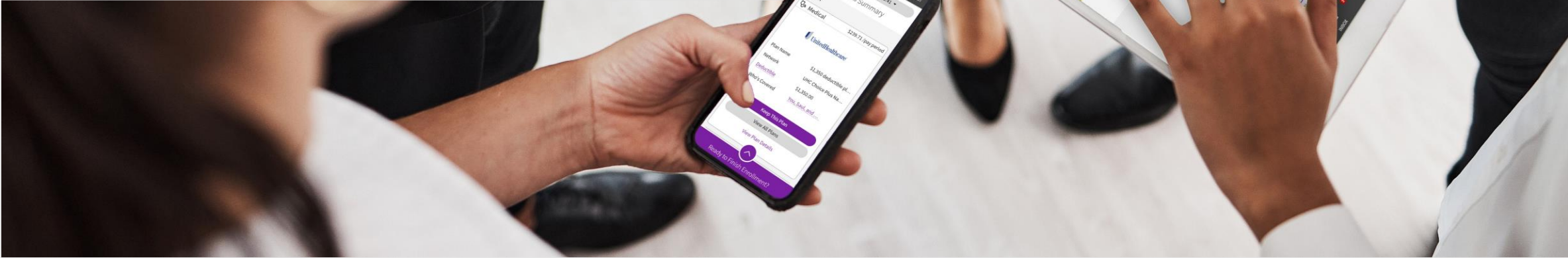
Engagement Through Innovation and Technology

Thursday, February 15
2:00 p.m. – 4:00 p.m.








Our technology delivery





Delivery Strategy

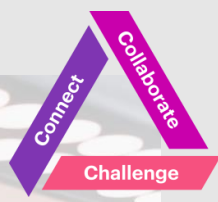
-  Focus on **Artificial Intelligence, Cloud Computing, User Experience, Business Intelligence, and Data Integration**
-  Grounded in collaboration, agility, security, stability, and configurability
-  Driven by stakeholder feedback, including **you, our clients and your employees!**

Your Turn!

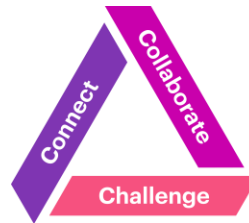
//

What would you like to see on our roadmap?

//



Plan Sponsor Application



Plan Sponsor Application

What's been delivered

- User interface redesign with menu structure updates and expanded drill-down capabilities
- New data visualizations for AE activity, plan migration, decision support usage, and survey results
- Easy access to full features of the plan sponsor application from a downloadable mobile app
- Let's see it in action!



What's coming

- Participant Inquiry Integration
- New Data Visualizations
- Health and Pension Analytics Insights
- Conversational Data Powered by AI

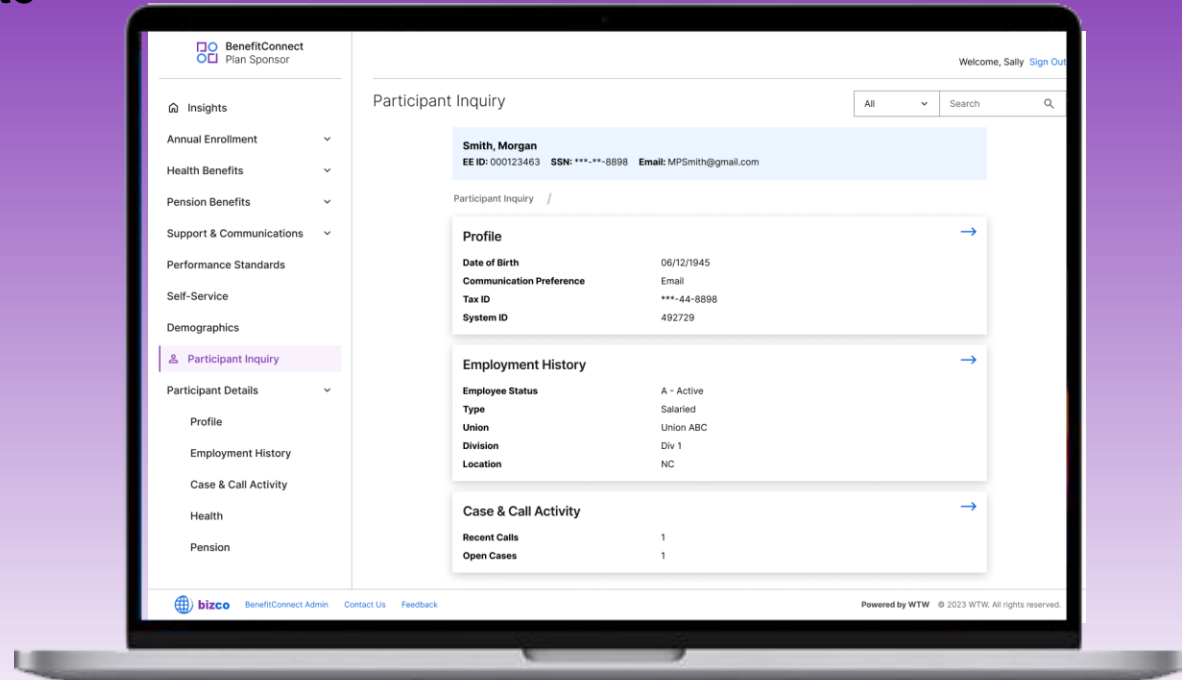
Participant Inquiry Integration



Providing quick and easy access to key participant data

- Us an
- Ne de
- Ea ap
- Demographic data
- Current open cases
- Employment details
- Event status
- Health summary information
- Pension summary information

Expected release: 1H 2024



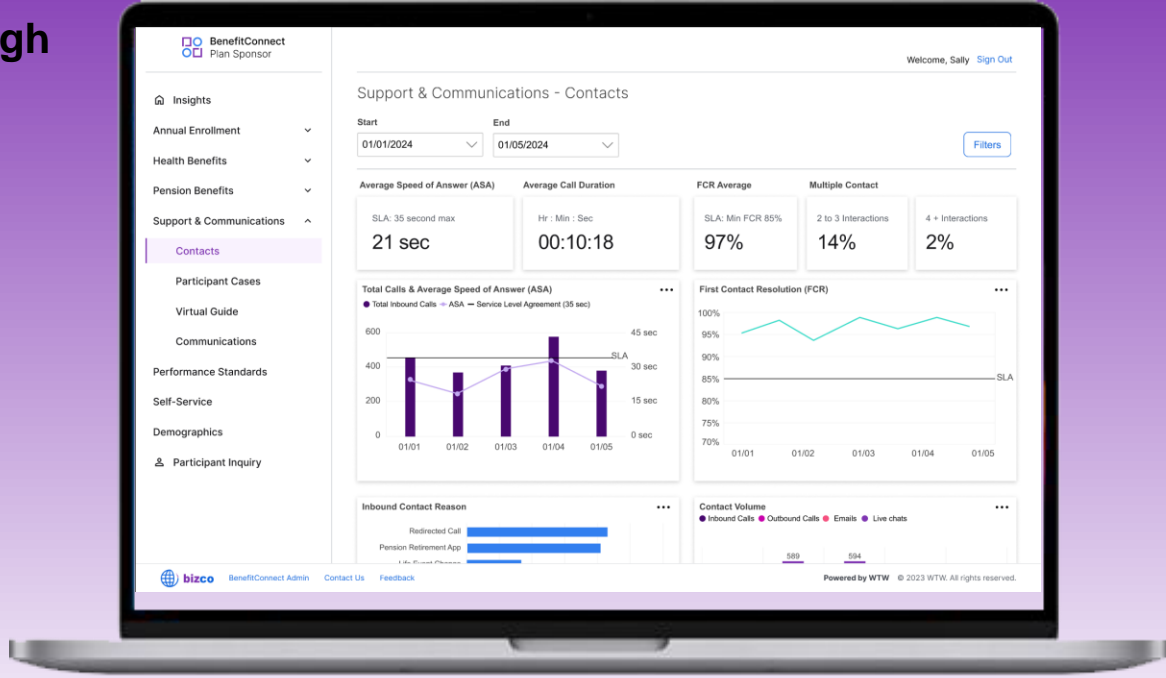
New Data Visualizations



Delivering actionable insights through dashboard analytics and enhanced visualizations

- Service Center volume and trends
- Employee self-service activity
- Virtual Guide monitoring
- Case activity

Expected release: 2H 2024



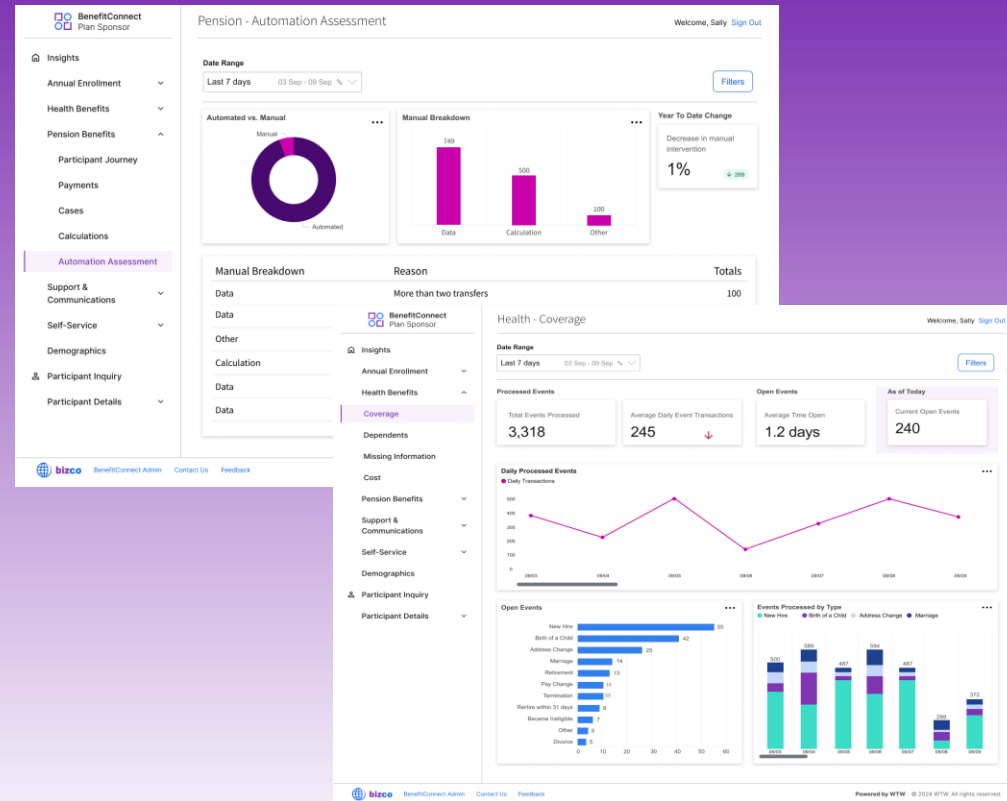
Health and Pension Analytics Insights



Providing quick and easy access to key activity for health and pension administration

- Health transaction volume data of covered dependents, disabled dependents, pending EOI, etc.
- Pension transaction volume data of trustee authorizations, online retirements, calculation tracking, payment volumes, etc.

Expected release: 2H 2024

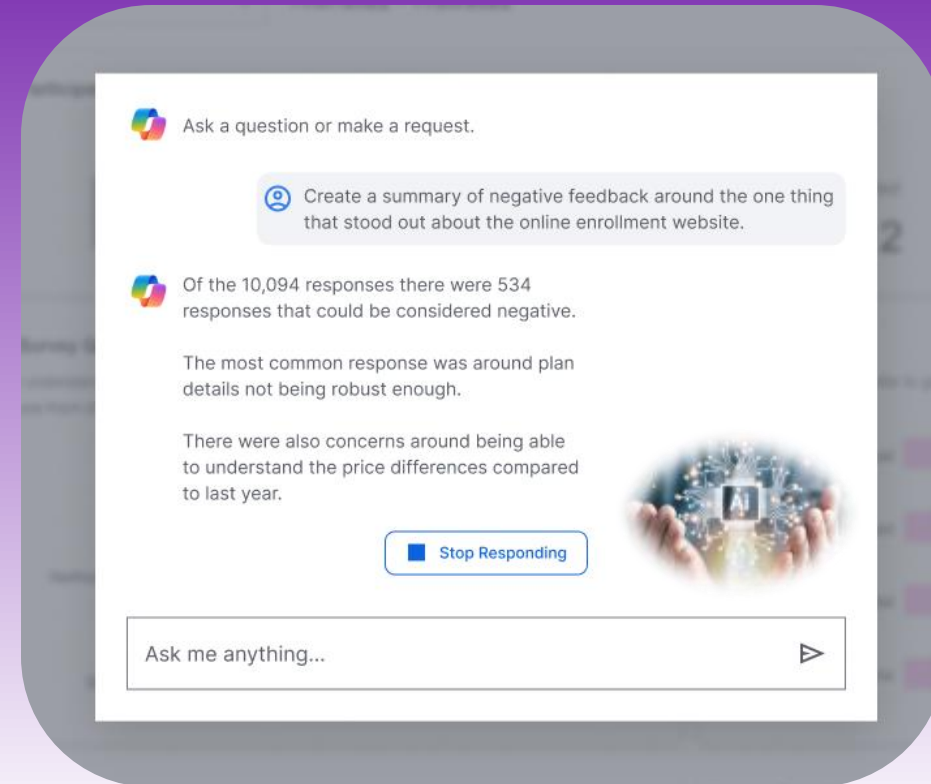


Conversational Data Powered by AI ✕

Step into the future of Plan Sponsor engagement with our revolutionary Data-Driven Chat Interaction feature.

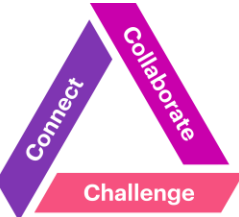
- Say goodbye to complex data analysis and hello to a seamless, intuitive, and collaborative experience powered by Generative AI
- Our cutting-edge technology empowers Plan Sponsors to effortlessly engage with their data in a conversational manner, unlocking valuable insights and driving informed decision-making.

Expected release: 2H 2024



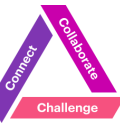


Application Programming Interfaces (APIs)





Application Programming Interfaces (APIs)



Benefits

- Modernizes the industry data exchange process to increase data accuracy and cohesion
- Reduces transaction cycle time, retroactive data and out-of-sync data conditions
- Opportunity to deliver data in a more effective and agile manner



Application Programming Interfaces (APIs)

Coverage API Solution

Market Response

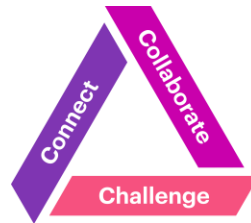
- More success and willingness with non-medical carriers and vendors
- Less success with large medical/dental vendors
- Medical/dental vendors require more substantial technology change to adopt our solution

WTW Response

- Continue to offer Coverage API as preferred approach
- Develop carrier-specific APIs when necessary
- Carrier-specific API will reduce impact to carrier, but will not offer the same agility offered by Coverage API



Employee Self-Service





Knowledge Share!



Annual Enrollment 2024 Results

97%
Satisfaction



Mobile enrollment up on average by

50%

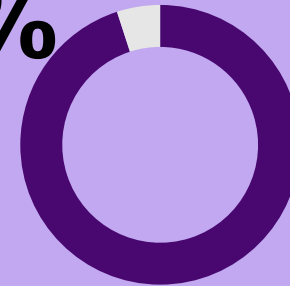


2 of 4 users selected a medical option matching their personalized options



System Usability Scale (SUS) rating of

95%



Industry average = 68%

3 of 4 medical help me choose users with available claims data chose to use it

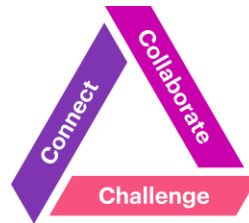


2.5M

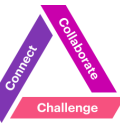
selection analysis alerts triggered during Annual Enrollment



Artificial Intelligence



Harnessing the power of Artificial Intelligence (AI)



How we use AI today

Leveraging **Natural Language Processing**, **Sentiment Analysis**, and **Machine Learning** to bring efficient, engaging, and informed user interactions

- Virtual Guide
- Document verification
- Voice-to-text transcription
- IVR voice recognition
- Survey data mining and segmentation

Our vision for AI use in the future

Continue to **enhance current usage** of AI while integrating **Generative AI capabilities** for more meaningful interactions and streamlined activities

Predictive Assistance

Agent Assist

Software Development Tools

Content Generation

Assisted Quality Assurance

Enrollment Pattern Predictions

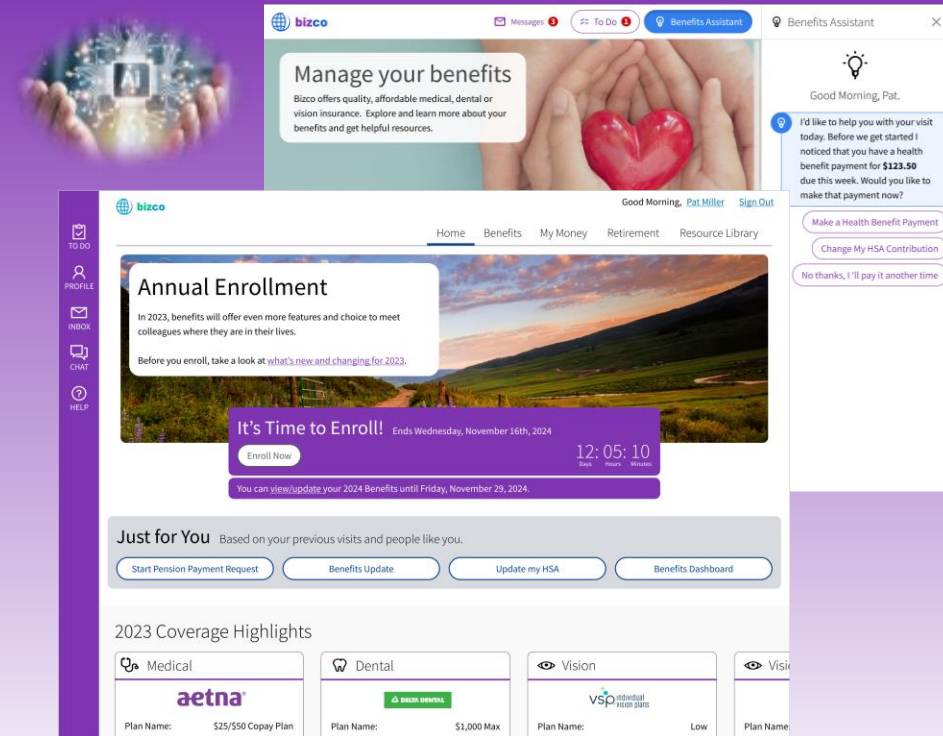
Deployment CoPilot

Harnessing the power of Artificial Intelligence

Employee Self-Service – Predictive Assistance Powered by AI

Revolutionizing the user experience by proactively predicting and addressing participant needs.

- Advanced technology to provide valuable insights into capabilities and functionalities
- Enables seamless and interactive communication
- Animated site tours for an immersive journey
- Ability to adjust based on recent actions providing tailored and relevant communications

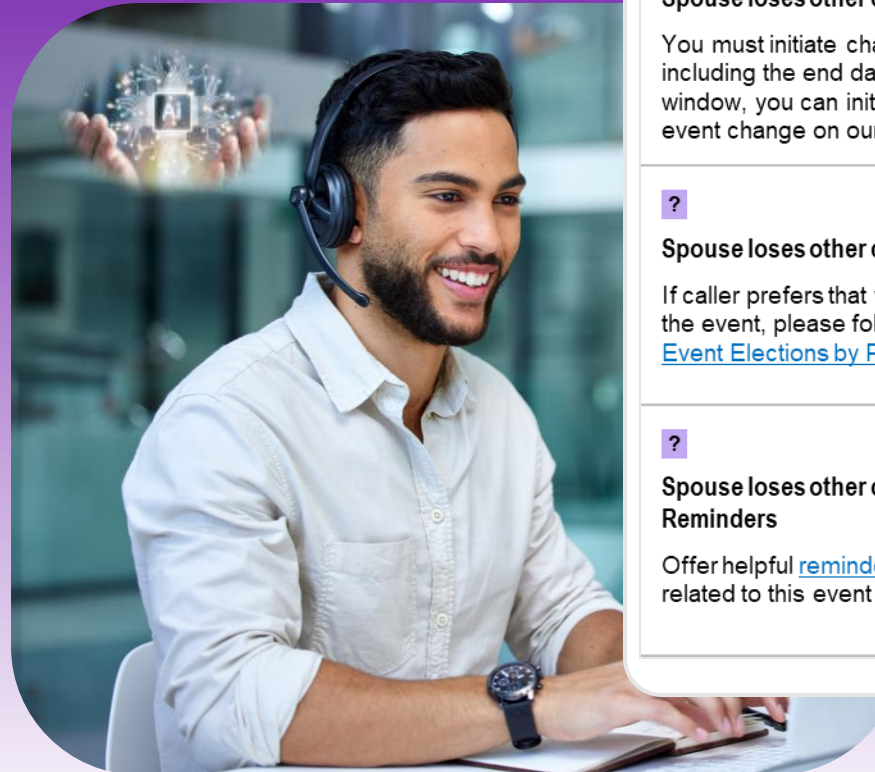


Harnessing the power of Artificial Intelligence

Service Center – AI Enabled Transcription and Agent Assist

Empowering Customer Service Representatives to dedicate additional time fostering meaningful connections with participants.

- Simplifies information retrieval by transcribing discussions real time and offering up suggested answers, knowledge base articles, etc. to representatives proactively
- Automates manual tasks enabling representatives to prioritize and focus on what truly matters – your participants!



×

? 97%

Spouse loses other coverage rules

You must initiate changes within 31 days, including the end date. If you are within the window, you can initiate the qualified life event change on our benefits website.

? 97%

Spouse loses other coverage enrollment

If caller prefers that we handle processing the event, please follow [Qualified Life Event Elections by Phone process](#).

? 97%

Spouse loses other coverage – Courtesy Reminders

Offer helpful [reminders and next steps](#) related to this event change.

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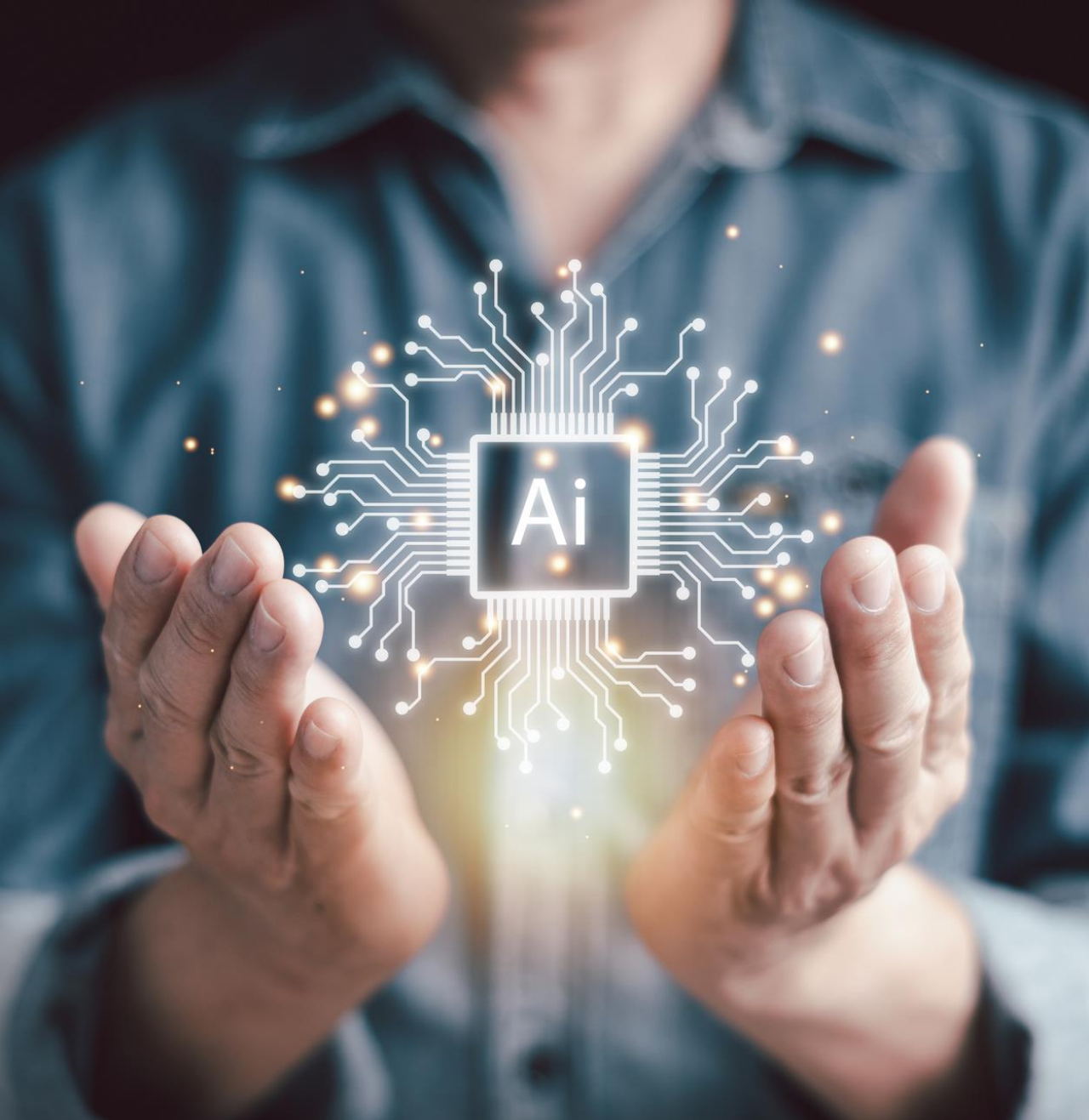
integrating
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How are you using AI in your organizations?

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Key Themes for discussion:

Integrated
Severance
Support

Expanded
Ad-Hoc
Reporting

Single WTW
Admin Portal

Other submitted items:

Currently on our roadmap:

- Spousal benefit compare tool
- Communication analytics
- Education interest points upon login for follow ups
- QA/testing automation

Currently available:

- Proactive prompting for electronic communications opt-in
- Personal communications posted to ESS
- More languages/translation for ESS and communications
- Integrated retiree enrollment/pension

What would you like to see on our roadmap?



Questions?

