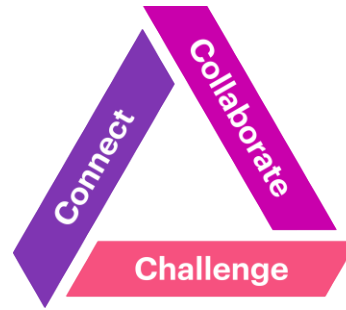# WTW: The Future of Outsourcing

Thursday, February 15
1:30 p.m. – 2:00 p.m.

Outsourcing Overview

8.1M H&W covered lives

100+ H&W administration clients
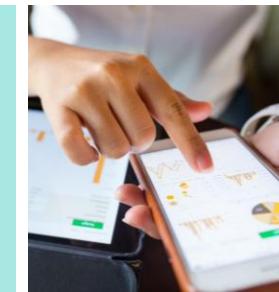
4.4M DB plan participants

430+ DB administration clients

99% client retention

97% participant satisfaction
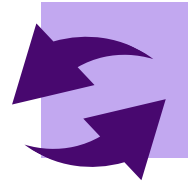
$100M Invested over last 2 years

IAOP The Association with Collaboration at its Core.

Leader on the Global Outsourcing 100 list by the International Association of Outsourcing Professionals for the last **14** years!

Simplifying & Transforming for Continued Growth

Simplify our business to increase agility and effectiveness

Transform operations to drive savings while enhancing our client and colleague experiences

Grow our business in priority areas while supporting the advancement of our clients and colleagues

Benefits Outsourcing – Transforming for the future
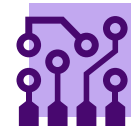
Our core objectives:

- Generating outsourcing **growth** by increasing services and solutions

- Accelerate **efficiency** gains focused on areas of delivery

- **Streamline** delivery and **evolve** our implementations and technology

Process

Optimization & standardization

- Improve process efficiencies
- Reduce operational risk
- Automation

Technology

Tools development & automation

- System upgrades
- Implementation innovations
- Configuration and regression testing

Skills

Development & deployment

- Sales to implementation
- Right skills aligned to tasks
- Expand and leverage our global delivery framework

We're committed to making your life easier…

Relationships
built on a **collaborative** & **consultative** approach

Governance
framework driving **stewardship** & **transparency**

Quality
results driven through service delivery **excellence**

…and helping you achieve your business goals and objectives