

# Case Study

Client: Indiana Sugars

## Challenge

When Indiana Sugars, a multi-generation family-run business saw a 30% increase to their health care cost, the pain was real! What can the CEO do? How could the company survive and thrive? How are the employees going to react if you pass down the expense to them?

In addition, the brokerage solution that they engaged with wasn't using any technology to manage the benefit transactions, and employees were getting very little claims and consultation support.

## Solution

After extensive search Indiana Sugars chose the Global Group, the brokerage representation for Health and Welfare Benefits.

Global had the expertise to create the integration from their open enrollment platform and benefits management tool to their existing payroll platform and HRIF, and became a true partner.

The Global consultants provided a custom technology at no cost to Indiana Sugars, implemented and integrated the technology, streamlined the entire benefit enrollment process, empowered the company to offer the best benefits to employees, while offering support and expertise with the technology and they can step in and start processing their payroll in a moment notice, if the need arises.

Better still, the experts at Global negotiated and implemented an 18% reduction in rates for the next plan year.

## Results

Global acted swiftly and efficiently.

Indiana Sugars engaged Global on Oct 1, 2018. Global implemented the technology in early November and negotiated a reduction in fees by December. This led to an 18% decrease in health care costs effective February 1st.

Beyond the technology and negotiating rates, Global offers continuous personalized support to their employees.

The technology that Global integrated made it easier for middle-market companies like Indiana Sugars to work like a Fortune 500 company.

Global is now in a true partnership with Indiana Sugars's HR team beyond implementing technology and negotiating rates.

Global is there for the duration of the experience as a real extension of their team, to the point of helping employees at every level, as in the case when a woman employee with a high-risk pregnancy had to be airlifted to the nearest hospital, Global stepped in and helped process the claim to resolution and got the insurance company to approve and cover the claim.



**GLOBAL**

*Comprehensive strategies.  
Individual attention.*