

Co-Browsing



Personal online help for employees

The challenges of reaching and effectively communicating with a workforce spanning the country can be daunting. Thanks to improved technology, co-browsing services can be a timely and cost-effective solution to ensure employees understand benefit information and system navigation. BCI's enterprise technology platform offers universal system solutions for co-browsing any system through BCI's call center.

Customer Value

- Thirty-six percent of employees would prefer to have access to a live person to explain their benefits. ¹
- Employees need access to multiple communication resources to support different learning styles. ²
- Only 16 percent of employees say they're confident they aren't making mistakes during the enrollment process. ³

Advantages

- Allows Benefit Counselors to provide instant assistance through screen sharing
- Reduces Human Resources' workload by reducing the number of enrollment questions
- Engages employees in benefit decision making
- Increases competency and comfort level with system navigation
- Improves employees' enrollment experience
- Ensures that all shared information is secure
- Supports a responsible transition for employees to move to a self-serve platform

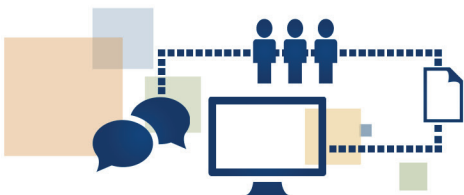
Delivery Options

- Call center with trained Benefit Counselors
- Live online chat

¹ MetLife, "9th Annual Benefits Trends Study," 2011.

² Unum study, "Employee Education and Enrollment Education Survey," January 2010.

³ Aflac, "2012 Open Enrollment Survey of the Aflac WorkForces Report," July 2012.



Contact BCI's Marketing Department for more information on our co-browsing solutions.
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