



BENEFIT EDUCATORS

# CASE STUDY

## Hotel Operator



**Industry: Hotel Operator**  
**Number of employees: 2,500**  
**Number of locations: 50**

### CHALLENGES

- Difficultly educating employees due to many locations and different shifts
- Limited budget for benefits administration system
- New hire on boarding

### SOLUTION

- Benefit Educators, LLC (Ben Ed) Benefit Counselors met one-on-one with employees to educate them on benefits and complete their enrollments
- Carrier and Ben Ed funded benefits administration system
- Call Center used year-round to enroll new hires

### RESULTS

- **38%** increase in CDHP participation
- Process was promoted as required and **97%** of employees went through the process
- Data on employees and dependents was cleansed and updated
- **42%** increase in group line participation