

WRAPPING UP THE YEAR

Hope you all survived Q4 in this new environment. It's been quite a year full of Zoom meetings, Telehealth, contract reviews, work at home, return to work, and many virtual conferences. As our 1/1 "go lives" are heading towards a successful completion, we will be taking a quiet break with no plans for travel or holiday closings (beyond the norm). That said, enjoy the time to disengage and recharge and we are here if you need us. Be safe! Be healthy!



THINGS WE LEARNED AT VIRTUAL CONFERENCES

The big conferences we attended this quarter were HR TECH, SAP and Ceridian, with more to follow in 2021.

At HR TECH Josh Bersin was his usual fabulous self and reminded me that NO ONE is fully happy with their technology purchases and implementations. I have to wonder if that is because of unrealistic expectations or failed technology, but I think it's the former:

- 32% of projects are over budget
- 53% missed an implementation deadline
- 42% are not FULLY successful after two years

Since the above stats are based on last year, I can only imagine what this years survey will yield!

SAPIENT provided more encouraging data and reported the same 5 companies generated top scores for both User and Vendor experiences in the HRIS/HCM space:

1. UKG (Ultimate+Kronos)
2. Workday
3. Paychex
4. Ceridian Dayforce
5. Paycor

NEW TO MARKET / DISRUPTORS

Paycor has a great new ROI tool to help you help your employers think about costs and budgets.

Rippling has a down market PEO that is just rolling out.

Talk Space (the Michael Phelps endorsed therapy) through their channel strategy is partnering with a variety of platforms and advisors. We have previously discussed the need for enhanced mental health services during these trying times.

Ceridian's Dayforce is all about pay on demand through the Dayforce Wallet, which launched in April. They predict pay periods are an "old school" construct that adds no real value in 2020+. They believe their technology can process pay on demand in a correct and compliant environment and eliminate the need for employee loans.

CIGNA has entered into a preferred agreement with Springboard and is providing significant carrier subsidies towards that platform.





TRENDS

What's old is new again. The need for more effective and efficient hiring practices has created demand for better applicant tracking and on-boarding solutions. Often, this is a product integration with an exiting platform.

With the election results relatively clear, we expect the ACA to continue with all of the system complexity that brings. ACA vendors will continue to play a vital part in the compliance arena.

The new buzzwords are:



2021 ONLINE AND IN-PERSON MEETINGS

PAYCOR TECH+

WHEN: February 1-2, 2021

WHERE: Online

PLANSOURCE - ECLIPSE

WHEN: May 12-14, 2021

WHERE: The Ritz-Carlton Laguna Niguel

BENEFIT FOCUS ONE PLACE

WHEN: March 2-3, 2021

WHERE: Online

BENEFITSPRO BROKER EXPO

WHEN: May 18, 2021

WHERE: Online

WHEN: August 16-18, 2021

WHERE: The Omni La Costa, San Diego

LMCIS - HERE TO HELP

Are you running out of capacity? Are you in need of technology solutions for groups that never really thought about online and in-the-cloud connectivity situations? Renegotiating contracts?

If you need all of your internal resources focusing on your insurance services, we can be an extension of your team on the tech front.

We are also here to assist with remote onboarding and training needs.

Retained basis or one group at a time. Let us know what your needs are.

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