

# HUMAN CAPITAL PRACTICE

Human capital's impact on business results is a critical source of opportunity and risk. At Willis, we understand the human capital risk our clients face, and we work in partnership to deliver solutions that drive and support your organizational goals.

## WHAT WE DO

Our approach is unique – Willis complements our Employee Benefits Brokerage and Consulting services with our Subject Matter Expertise to address the full spectrum of human capital risk. We arm our Client Advocates with solutions to develop and drive a strategy. The Willis business model is configured to deliver solutions in a client centric environment, assuring we align client problems to advisor solutions.

## BROKERAGE AND CONSULTING

We work in partnership with you to design competitive, innovative and fiscally responsible benefit programs. We take a strategic approach with each client, and that starts with an assessment to determine the current state of your health and welfare programs versus the desired state. Following our initial assessment of your existing benefits and costs, we will make specific recommendations that align your benefits strategy with the organization's business strategy and goals.

Your Willis team is experienced in negotiating, implementing and managing your benefit programs, including:

- Program renewals and marketing
- Request for Proposal (RFP) processes
- Proposal analysis
- Carrier selection and implementation

In addition, Willis is unique in the industry with a specialized, locally driven, nationally directed placement team dedicated to producing the best terms, conditions and financial arrangements for Human Capital Practice clients.



Periodically taking stock of goals, issues, and obstacles is important. Presented annually, the Willis Client Advocacy Report serves as a review of human capital risk, aligns Willis solutions and the resulting value. The report focuses on our partnership and outlining key deliverables over the past year and identifying opportunities for the coming year.

# Willis



Throughout the year, your Willis Client Service Team is working for you and with you. As day-to-day issues arise, Willis will support your benefit program through:

- Open Enrollment
- Financial and claims reporting
- Review of carrier/vendor service issues
- Assistance with administrative, billing, and complex or sensitive claims issues
- Updates through meetings, calls, publications and seminars
- Coordination of our Subject Matter Experts and external resources

## OUR SUBJECT MATTER EXPERTS

In addition to your local team, we have a national practice comprised of industry specialists tasked with developing new products and services to complement our brokerage and consulting services. Our national practice expertise includes the following:

- Communication Consultants
- HR Consultants
- Compensation Consultants
- Underwriters
- Attorneys
- Paralegals
- CPAs
- Clinical Professionals
- Wellness Consultants
- Actuaries

Our experts are deployed regionally to assure our clients receive the services needed to best support their human capital strategies.

## WILLIS ESSENTIALS

Our Subject Matter Experts also develop tools and resources to help clients streamline everyday work tasks and drive organizational success. Clients can access these resources through Willis

Essentials. Willis Essentials is a powerful portal that complements the daily services of your Willis client service team with around-the-clock access to employer guides, templates and tools that address:

- Compliance
- Employee Communication
- Human Resources
- Reporting and Analytics
- Health Outcomes

## DELIVERING RESULTS

Client Advocacy is the key to our service delivery. Your Willis Client Advocate® is an experienced professional and your trusted advisor, empowered to deliver all of Willis to your doorstep – and desktop. Your Client Advocate® assembles a team of Willis experts and resources that work continually to assess, mitigate, manage, transfer and where possible eliminate your human capital risk. We call this Glocal service – global resources, delivered locally.

## CONTACT

Contact your local Willis Client Advocate® to learn more about how we partner with companies to manage human capital risk – one employee at a time. Visit us at our site by [clicking here](#).