

# Case Study

Lockton Companies

Ocenture provides Private Label Employee Benefits Solutions for Lockton Companies



**End Biller Client:** Lockton

**Industry:** Risk Management & Employee Benefits

**Region:** United States

**Contract Relationship:** Wholesale, Retail, and Hybrid

**Retail Product Cost:** \$9.95 – \$19.95

**Client Acquisition:** Employee Benefits

**Solution:** Ancillary Employee Benefits Products

**End User Client Integration:** Private Label, Website Delivery

**ocenture**<sup>®</sup>  
the right partner



## Client's Needs

Lockton is a global insurance, risk management & employee benefit company, and it is the world's largest privately held insurance broker with over 1 Billion in annual revenue. Lockton was looking for ancillary products and services to enhance its product portfolio in an effort to provide more value-added benefits to its many satisfied clients and employer groups. Lockton asked Ocenture to provide an in-depth review of ancillary benefits that would have a high affinity to its clients and that would provide superior value to Lockton's clients' employees compared to retail product price points on the open marketplace. Other points under consideration by Lockton were the prevention of employer brand tarnishment and a flexible partner integration strategy. While employee value was very important, the overall quality and ease-of-use of the benefit plan were the most distinguishing factors to Lockton.

Only the right benefit plan, at the right price and with the right integration partner would suffice for Lockton. Lockton desired an ancillary benefit plan that was flexible enough to on-board thousands of employer groups with vastly different employer payment systems and scalable enough to enroll hundreds of thousands of individual employees in real time.

## Why Ocenture

Ocenture provided Lockton with in-depth analyses of the voluntary, ancillary employee benefit marketplace and offered guidance on what benefits would provide the largest affinity to Lockton's diversified client list. Ocenture provided solutions and insight in Identity Theft Protection, Technology Support, Online Data Backup, Shopping and Entertainment, Roadside Assistance and Credit Monitoring. Following an open evaluation of several vendors, Lockton choose to contract with Ocenture for its comprehensive and diverse suite of benefits.

Lockton was particularly interested in Ocenture's Identity Theft Protection benefit, ID Commander, due to its feature-rich package delivered at a very appealing price point. Lockton choose ID Commander over LifeLock due to Ocenture's integration capability and its overall price flexibility. Lockton realizes that Identity Theft is a growing concern of employers, and that a quality benefit like ID Commander offers great value over other solutions available on the open market. Identity Theft is a growing problem for employers, as employees who fight Identity Theft are less productive in the workplace. Ocenture provided a complete Identity Theft Protection benefit that offers employers a way to attract and retain talent and increase overall productivity should employees fall victim to Identity Theft.

Lockton decided to integrate directly with Ocenture's API solution to ensure real time data transfer and to scale solutions across its entire diversified footprint. Ocenture provided a comprehensive integration solution that allows Lockton to perform full membership life-cycle in real-time. The ID Commander website enables members to manage the benefit online, 24 hours a day, 7 days a week. Ocenture is also providing 24/7 customer support for the program and real time enrollment guidance during the open enrollment period for each employer.

The Ocenture Solution for Lockton includes:

- › ID Commander Web Site with Employer Co-Branding
- › Real Time Integration of Data
- › Online Employee Enrollment Systems
- › Multiple Product Solutions Under One Umbrella

## Solutions Overview



### Identity Theft Protection

Identity Theft is the fastest growing crime in America, occurring once every four seconds. Identity Theft Protection services provide members with the sense of security that comes from advanced identity monitoring and alerts, 24/7 lost wallet assistance, guaranteed restoration services, ID theft insurance, and award-winning computer protection software.



### Technology Support

With advanced technology becoming the norm in homes and businesses across America, there is a need to access to live support around the clock. Ocenture offers technology support services that include 24/7 remote support, on-site support, data backup solutions, anti-virus and anti-spyware protection, a best practices assessment to offer suggestions for improved performance and security, and more.



### Online Data Backup

Whether it's music, photos, project files or tax returns, everyone relies on data. But few people actually have the necessary safeguards in place to protect against data loss. Ocenture's data backup services provide enterprise-class remote data backup solutions, including backup, sync, and share capabilities that support data security and recoverability across an unlimited number of devices.



### Shopping & Entertainment Discounts

This benefit rewards members with savings on dining, shopping and entertainment purchases they make every day. Ocenture's Shopping & Entertainment product provides members with unlimited-use savings of up to 50% off at more than 300,000 locations throughout the U.S. and Canada. Dining gift certificates can also be included for use at more than 18,000 restaurants nationally.



### Credit Monitoring

In the United States, a credit score is much more than a number – it's an important part of everyday life. Ocenture's Credit Monitoring solution monitors bureau activity and alerts members to any reported changes on their credit report, in addition to providing innovative tools and resources to help ensure credit wellness.



### Roadside Assistance

Whether driving around town or across the country, having access to help on the road 24/7/365 is important to individuals and families alike. Our Roadside Assistance program provides quick access to a live operator, who can dispatch a certified professional for towing, flat tire repair, fuel delivery service, lock out services and more.

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