

Member Success Story

Microsoft Uses CEB Solutions

CEB Total Rewards Leadership Council

To examine its package's competitiveness, Microsoft hoped to reevaluate its medical plan. We worked with Microsoft to use a custom benchmarking survey for this evaluation, saving Microsoft approximately \$5 K in consulting fees.



- Computer and Software Services Industry
- 93,000 Employees (2009)
- \$58.4 Million in Net Income (2009)

Client Challenge

Microsoft Needed to Evaluate Its Medical Plan

- The benefits team initiated a due diligence review to assess the performance and competitiveness of the company's primary medical plan carrier before upcoming contract renegotiations.
- Senior stakeholders asked the benefits team to provide benchmarking information to evaluate the competitiveness of their carrier's administrative fees—including fee structure and growth.

Solution

Benchmarking Survey Facilitates Evaluation

- We designed, administered, and analyzed a custom pulse survey to collect and provide benchmarks on medical plan administrative fees from client organizations.
- The benchmarking survey incorporated the list of questions specified by the client's benefits team into a master survey template that was distributed to large company peers in the CEB network.
- We delivered a custom benchmarking brief that included figures on primary medical plan design, cost sharing, administrative fee structure (e.g., medical only, dental only), and annual percent change in fees.

Results

Microsoft Saves on Consulting Fees

- The HR function decided that no action was required to initiate market research in potentially switching vendors or to take an aggressive posture in the contract renewal process from an administrative cost perspective.
- The benefits team estimates saving \$5 K in custom project fees they would have been charged by their consultant.

“This was a successful project and very helpful; we will definitely come back to CEB for this type of work.”

Randy Query
Senior Business Analyst
Microsoft

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