



Alight

Next Generation Benefits Administration

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Next Generation Benefits Administration in North America: vendor assessment for Alight is a comprehensive assessment of Alight's benefits administration offering and capabilities, designed for:

- Sourcing managers and operations executives investigating developments within the benefits administration market
- Vendor marketing, sales and business managers developing strategies to target service opportunities within the North American benefits administration market
- Financial analysts and investors specializing in the business process and operations transformation services sector.

Key Findings & Highlights

Alight, formerly the outsourcing business of Aon Hewitt, is a technology-enabled provider of benefits administration and cloud-based HR services.

The separation from Aon in 2017 enabled Alight to become a pure-play and to invest in customer experience and operational transformation.

A key element in Alight's strategy is in extending its engagement with participants to year-round support rather than just the enrollment period. While the Alight advocacy business was important in this respect, the acquisition of Compass Professional Health Services is an important strategic move and provides a significant building block in facilitating this capability.



Scope of the Report

The report provides a comprehensive and objective analysis of Alight's offerings, capabilities, and market and financial strength, including:

- Revenue summary
- Analysis of the company's benefits administration offerings
- Analysis of the company's customer base including the company's targeting strategy and examples of current contracts
- Identification of the company's strategy, emphasis, and new developments within its technology and services
- Analysis of the company's strengths, challenges, and outlook.

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