bswift®

INNOVATION, SERVICE, EXCELLENCE— ALL AT WARP SPEED

bswift Delivers a Stellar Annual Enrollment

YOUR ANNUAL ENROLLMENT JOURNEY

Mission Possible: A Stress-Free Enrollment

Be **INSPIRED**

Be **DELIGHTED**

Be **CONFIDENT**

STRESS-FREE AE

- ✓ bswift
- ✓ Service
- ✓ HR Tech
- ✓ Happy Staff

Partnering with bswift means a worry-free annual enrollment is possible.

100%

of annual enrollments followed a consistent project plan and process.

Consistency and efficiency are what set us apart

Lorem

7 tollgates

Scheduled checks ensured progress and managed risk

Precision and discipline you can count on

13

new AE clients

114K

new benefit eligible lives

100K

training hours completed across client services and service center

1.8M

and counting enrollments processed

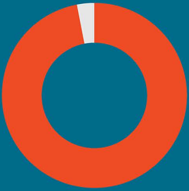
Supported employees in annual enrollment

A mark of trust and results that speaks for itself

YOUR CO-PILOT FOR A SEAMLESS AE

Mindful AI™ + Emma™: Smarter. Faster. Better.

Emma makes it easy!



97%

self-service enrollments

Emma EnrollPro™ cuts hours off enrollment.

75%

FASTER

enrollment sessions

77%

of people who used Emma EnrollPro received a plan recommendation

★★★★★

Mobile app rated 4.9 stars by users

20% of employees

enrolled through our top-rated mobile app

……

Emma's AI capabilities mean she constantly learns and improves.

EMMA CHAT

Lorem ipsum

68,000

employees used Emma Chat

70%+

got questions resolved right away

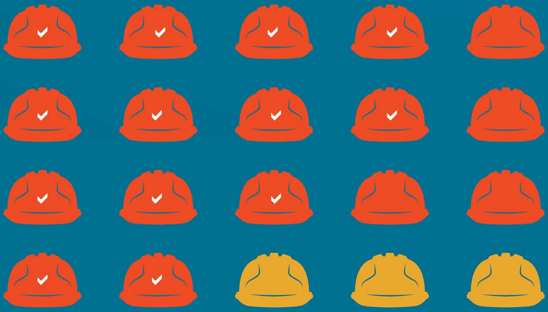
55%

fewer chats required escalation

……

EMMA ENROLLPRO: TURNING ADVICE INTO ACTION

A success snapshot from a large client’s frontline workforce



85%

received recommendation

65%

acted on advice

REAL PEOPLE. REAL RESULTS. OUT-OF-THIS-WORLD SERVICE.

A Dedicated Service Team That Gets It Done.

125,000

employees helped by bswift service center reps

95%

Customer Satisfaction Rate (CSAT)

and **92%**

call quality

85%

of calls answered in under 30 seconds

15%

reduction in call volume thanks to AI tech

Don’t just take our word for it—here’s what real employees say.

> I could not have asked for a more professional, proactive, and kind representative.

The individual took me all the way through the process, and I am extremely grateful. She made it so seamless and painless.

- Fashion Retailer Employee

The person who assisted us today was fantastic and amazing. I was afraid that the issue was my fault. And she, in fact, informed me that it was not, and having her hone in on clarity throughout the whole situation made me feel so much better.

- Pharmacy Chain Colleague

I just want to say that the person who assisted us today did an outstanding job. Super quick. Super effective. Extremely kind and very helpful. I would give her 10 stars if I could.

- Support Services Employee

Let's make your AE and everyday HR easier.

bswift®

The way benefits are **meant to be**.

Visit
www.bswift.com

Copyright ©2024 bswift LLC. All rights reserved.