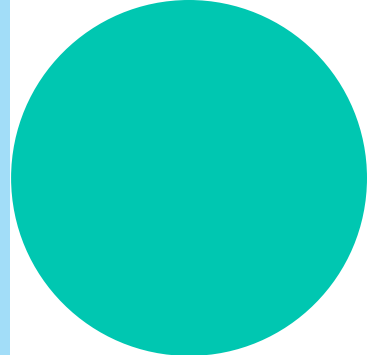




# Case Study

## Myth busting: Business change doesn't mean benefit disruptions

See how a WEX partner achieved zero participant disruption





A common belief persists: moving operations will harm participant health benefits.

Directors and operations managers fear what might happen. They worry about broken access to key benefits, a flood of confused calls, and losing their clients' trust. This fear often forces companies to delay strategic moves, or to make concessions on the quality of their partnerships.

**But, it doesn't have to be this way.**

# The reality: A smooth switch, not a big shock



A third-party administrator specializing in contractor benefits within the prevailing wage space faced this exact dilemma. After an acquisition, they had a complex job: migrate their Health Reimbursement Arrangement (HRA) administration and establish a new business entity on the WEX platform.

Their main worry, stated by their Director of Operations, was the risk of breaking client service. The company had just gone through a move and was nervous about another. They worried it would be "a lot more complicated than it was."

The company, a long-time WEX partner, chose to work with us to solve this problem. Our team worked closely with the benefits company. We created a full implementation strategy designed to prevent the feared problems. The goal was to make the switch a "behind-the-scenes" change. This way, clients would have a continued high level of support.



"We felt well-supported. The team's responsiveness and willingness to assist us at every step ensured we were confident in managing independently. We are very pleased to continue our partnership with WEX."

**Director of Operations**

# The strategy: Clear steps to success

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**Clear and quick communication:** From the first meeting, the WEX team set clear expectations for the process. This openness was a "big relief from the very beginning." It helped the partner understand that the move would not be the draining process they expected.



**Expert support:** WEX brought in subject-matter experts to fix specific issues. This not only increased the partner's confidence but was also a huge help while onboarding their new team members.



**Proactive problem-solving:** To ensure a smooth crossover, the WEX team completed testing, data integrity checks, and user acceptance validation, confirming everything was ready before launch. The Director of Operations commented that with these quality controls, the process "wasn't as daunting as we expected."



"Seeing WEX bring in subject-matter experts for each area gave our team a lot more confidence."

**Director of Operations**

# The proof: Zero participant problems

The successful move proves the myth wrong: **operational migrations do not have to cause problems**. The results are clear. They show what is possible with the right partner, as well as the speed and accuracy of the WEX implementation process.

The partner's top goal was maintaining uninterrupted service for their participants. During the most important period of the switch, WEX managed a total of **6,604 claims**. This covered **69 employers** and **2,457 billable participants**.

WEX processed all 6,604 claims successfully, meaning **zero participant disruption** — the most important measure of a good move for an operations team.



**3 months** from project start to completion.



**Zero** participant disruption




**16.8 hours** from claim received to processed.

# The lasting effect: A new path forward

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The success of this partner proves one crucial thing for your operations team: you can achieve strategic growth without risking participant trust.

Stop putting off the operational move you need due to fearing "the big shock." This partner achieved ZERO participant disruption and a faster standard of efficiency — 16.8 hour average claim processing — in just three months. That level of speed and stability isn't a fluke; it's the WEX standard.



"From the very first meeting, the WEX team set clear expectations. It was a big relief knowing the transition wouldn't be daunting."

**Director of  
Operations**

# Don't let fear hold your business back

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Business change is inevitable. With WEX by your side, what feels disruptive can be an opportunity for operational excellence.

Make that migration while keeping your participants happy. The smooth transition you need is waiting.

[Learn more here](#) or connect with your WEX team for more details.