

**BUILD A
CONNECTED CULTURE**



EMPYREAN

Empyrean brings together

innovative technology



a service-first approach



personalized experiences

**to connect the entire benefits community
and deliver life-enriching benefits.**



“Our commitment to help you **build a connected culture** challenges us to think beyond simply managing the complexities around benefits administration.

How we connect with our clients’ participants, the experiences they have using our technology, and interacting with our people are critical to supporting them as they get the most out of their benefits - both today and in the future.

-Rich Wolfe
Empyrean CEO



YOUR CULTURE MATTERS MORE TODAY THAN EVER BEFORE

The cost to replace an employee is

150%

of an annual salary.

SOURCE: G&A Partners

THE LAUNDRY LIST OF CHALLENGES STACKS UP FAST

Engaging and Retaining Employees

Retaining and engaging your employees isn't easy. Your employees need to feel valued and supported as the individual people they are – or they'll look for a new employer without hesitation.

Meeting Increased Benefit Expectations

Today's workforce demands more from their employers, including a robust benefits program that holistically supports their physical, mental, and financial well-being at every life stage.

Communicating the Value of Your Employer Brand

The benefits your people demand may be ones you already offer. Providing ongoing, personalized guidance will help your people better choose and use their benefits - and increase the value of your employer brand.

Connecting Dispersed Workforces

Today's workforce is dispersed, with hybrid and remote teams, and deskless and frontline workers. To bring your people together, you need a centralized communication channel that connects and engages everyone, regardless of location.

PILED UP PROBLEMS ALERT

Ineffective Talent Acquisition and Recruitment Strategies

Conducting Fair and Unbiased Candidate Assessments

Compliance With Ever-Changing Labor Laws and Regulations

Managing Employee Records and HR Data Securely

Inadequate HR Budget and Resources for Strategic Initiatives

Employee Disputes and Grievances Requiring HR Intervention

Managing Remote or Virtual Teams Effectively

Employee Resistance to New HR Policies and Procedures

Inconsistent Enforcement of HR Policies Across the Organization

Inadequate Employee Training On HR Policies and Procedures

Conducting Unbiased and Effective Performance Evaluations

Employee Dissatisfaction With HR Communication and Support

Providing HR Support for International or Global Operations

Ineffective HR Metrics and Analytics to Measure Employee Engagement

Promoting Diversity and Inclusion Within HR Practices

Managing Employee Benefits and Compensation Packages

Inadequate Support for Employee Mental Health and Well-being

Employee Concerns About Privacy and Data Protection

Managing and Addressing Workplace Harassment and Discrimination

Aligning Company Culture With Organizational Values and Goals

Inconsistent Communication of The Company's Vision and Mission

Fostering a Culture of Innovation and Risk-Taking

Resistance to Embracing Diversity and Inclusion Initiatives

Promoting and Maintaining a Culture of Feedback and Continuous Improvement

Inadequate Support for Work-Life Balance Within the Organization

Sustaining a Positive and Inclusive Team Culture

Employee Perception of a Toxic or Negative Work Environment

Maintaining Company Culture During Rapid Growth and Change

Resistance to Cultural Change Due to Long-Standing Traditions

Inadequate Support for Employee Socialization and Onboarding

Creating a Culture that Values Continuous Learning and Development

Managing Cultural Differences In a Global or Multicultural Environment

Inconsistent Alignment of Leadership Behavior With Stated Values

Maintaining Culture With a Geographically Dispersed Workforce

Resistance to Adopting New Technologies that Can Improve HR Processes

Inadequate Support for Employee Wellness and Work-Life Balance

Instilling a Culture of Accountability and Responsibility

Fostering a Culture that Values Open and Honest Communication

Resistance to Embracing a Remote Work Culture and Digital Transformation

Designing a Competitive and Attractive Benefits Package

Inadequate Communication and Awareness of Available HR Resources

Managing Employee Benefits Enrollment and Changes



LET US BRING YOUR BENEFITS STRATEGY TO LIFE

We are so much more than a benefits administration platform.

With Empyrean, you can create a connected people experience that enhances employee wellbeing and productivity, and together we will help you build a connected culture.

Our platform provides a flexible and secure solution tailored to your needs, simplifying the management of your employee benefits.

Our dedicated service team becomes an extension of your own, providing proactive and empathetic support from day one. Our service-first approach ensures that we meet your day-to-day needs and help you achieve your long-term goals.

Let us manage the administrative side of your benefits program so that together we can implement a people experience to help you attract and retain talent.

“Our employees told us how much easier it was to complete open enrollment. Even the look and feel of the Empyrean platform is better than we had before.”

- Robyn Tam,
Sr. Benefits Consultant, Clorox

AN EXTENSION OF YOUR TEAM

What sets Empyrean apart? Our people. Our 98% retention rate is a direct result of the expert, compassionate service provided by our team – service that begins before you even become an Empyrean client.

Our commitment to you starts with the appointment of your Day One Team, a group personally invested in helping you deliver your HR and benefit goals. This dedicated team will guide you through each phase of your Empyrean journey - from the sales cycle through implementation and ongoing support. These benefit industry experts analyze your organization's challenges and develop the right technology platform and service model to meet your needs.

“From day one, we’re here to respond to your needs. Whether it’s platform configuration or ongoing support, your team is fully equipped and committed to your success.”

- Chris J.
Solutions Architect
Empyrean Team Member since 2018



Matching the right talent to maximize our service-first approach

Understand Your Needs
BUSINESS DEVELOPMENT DIRECTOR



Build Your Solution
SOLUTIONS CONSULTANT



Optimize for Your Success
STRATEGIC ACCOUNT ADVISOR

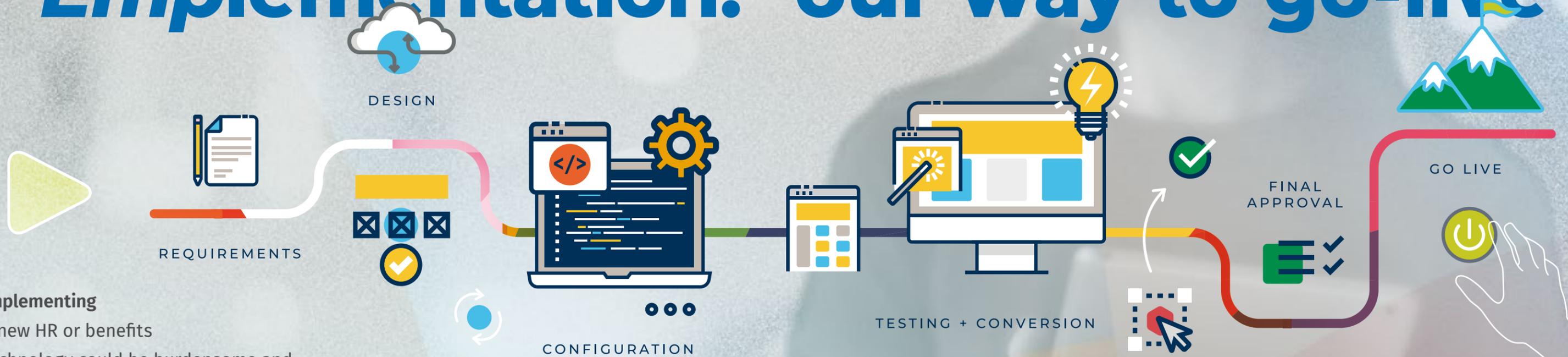


Implement + Go Live
IMPLEMENTATION MANAGER



Manage + Support
CLIENT SERVICE MANAGER

Implementation: our way to go-live



Implementing

a new HR or benefits technology could be burdensome and time-consuming. But not with Empyrean.

When you decide to make a change to your benefits administration solution, your new system implementation is the critical first step to your success.

Implementation is our unique process of implementing your benefits program on the Empyrean Platform. It's efficient, effective, and dare we say, fun?

Your Implementation Manager, along with the rest of your Day One Team, will seamlessly integrate into your Empyrean journey. Our implementation team consists of industry and technology experts dedicated to ensuring a smooth transition from winning your business to earning your trust.

Our Commitment to You:

A guaranteed go-live + ongoing governance

Day to Day Operations

Frequent interactions to review open items, performance metrics, and the processing calendar.

Account Management

Regular meeting cadence to ensure timely delivery and planning to support your objectives.

Strategic Review

Quarterly meetings to confirm that we are delivering against your strategic objectives, including partnership evaluation and performance review.

Surveys

Regular surveys of your HR team to support discussions and create strategic plans.

What sets us apart is that we are already planning your implementation during the sales process, which allows us to be thoughtful about the solutions we are providing to address your needs and concerns.

Carla K. Sr.
Implementation Manager
Empyrean Team Member since 2016

This is the best implementation I've ever been a part of. We found fewer issues in testing than I've ever seen.

—Alan Lubeck
Head of US Benefits, Sanofi

PERSONALIZED EXPERIENCE

Driven by Precision Benefits

In a world where personalized shopping experiences have become the standard, benefits should be no exception. We understand this expectation and have developed Precision Benefits - our AI-enabled technology that empowers your employees with personalized benefits recommendations fueled by their individual health data.

Benefits play a central role in advancing every people-related goal within your organization, ultimately driving your total success as a company. The key to leveraging benefits to advance your broader HR goals is delivering these life-enriching benefits through a personalized experience.

With Empyrean as your partner, we enhance the way your people interact with their benefits through an engaging experience driven by Precision Benefits.

PLAN REVIEW

Empower your employees with valuable information about how their benefits performed last year.

BENEFITS CHECKUP

You could have saved
\$1,300.00

If you had plans that better met your needs this year.

PLAN FOR CARE

Prepare your people for all healthcare scenarios, from the expected to unexpected.

Planning Ahead

Your plan gives you ample choice for care. Some options cost more than others. Planning care ahead of time helps avoid needless spending.

What are you looking for?

- Select a required response
- Knee X-Ray
- Colonoscopy
- Pregnancy
- Mental Health

2

2X

Higher benefit usage rates

Gold Plus PPO
★★★★☆

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DECISION SUPPORT

Help your employees find the benefits that are right for them.

Your Doctors Are Covered

- FAMILY MEDICINE
Bradley Smith, MD
- CARDIOLOGY
Susan Thorpe, MD

Out of Pocket Expenses

Predicted for the year to come

\$1,650

85%
of people like you save in this plan

MANAGE EXPENSES

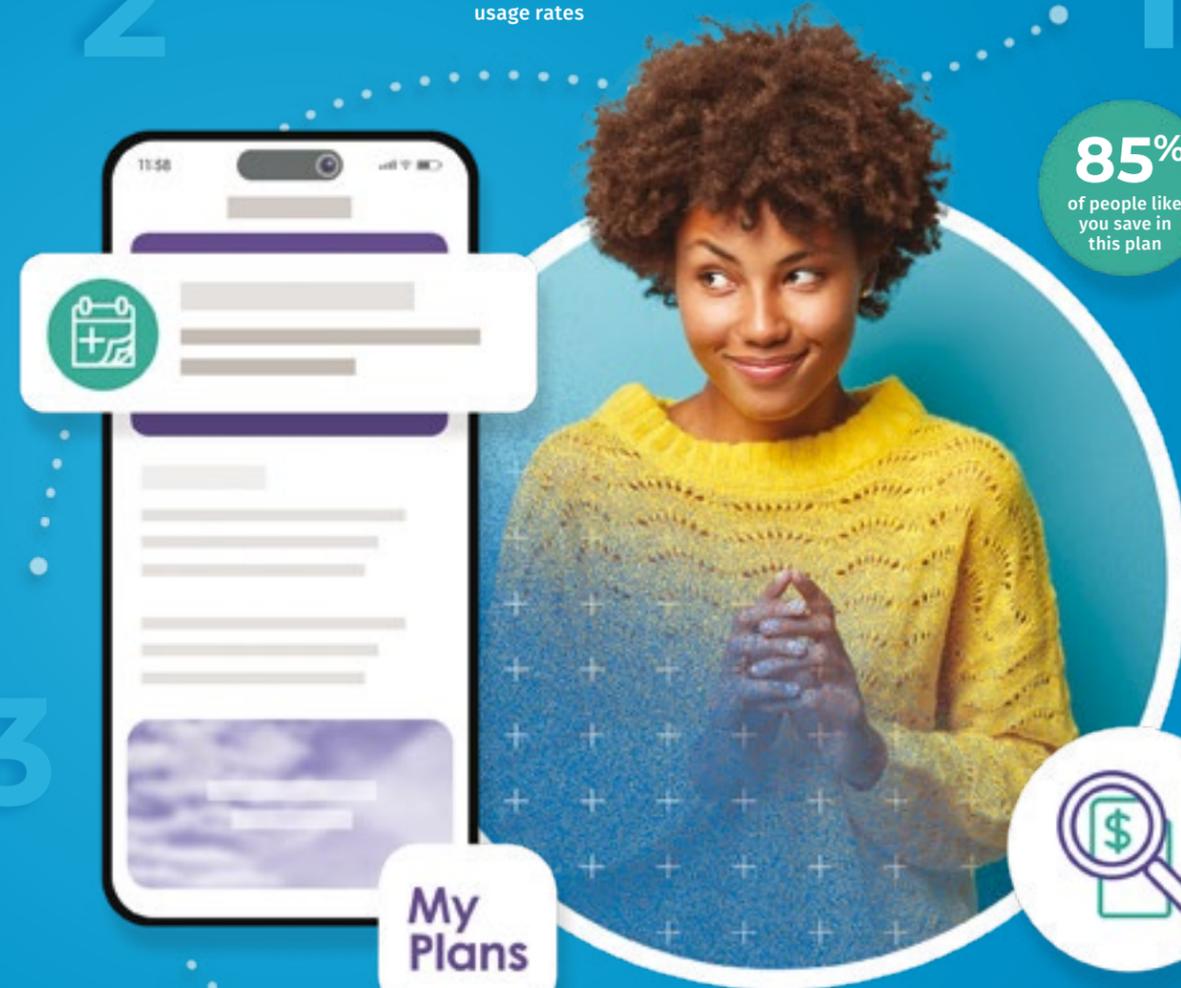
Enable employees to confidently manage and save on healthcare costs.

Jul 10 Billed to you

Hip Repair Surgery
Vanguard **\$3,525**

Breakdown of bill details

Inpatient Hospital HOSPITAL STAY Vanguard Billed to you	\$2,350	Inpatient Hospital ANESTHESIA Dylan Branard, MD Billed to you	\$2,350
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My Plans

4

"I had no idea there were all these other benefit options available."
- Employee

\$1,880
Avg. employee savings on benefits

"I liked that the tool advised that I was paying too much for benefits and it had an answer for me."
- Employee

OUR SERVICES + COMPLIANCE

Service empowers all that we do. Experience comprehensive administrative support from start to finish.

Our flexible platform takes care of it all, streamlining your workload and freeing up valuable time.

Employee Service Center

Our HIPAA-compliant ESC team, including licensed benefit advisors, is trained to your company. We help your people navigate their benefits with timely service when they need it most.

Consumer Accounts

Administer and enhance utilization of your consumer account benefits, including HSAs, FSAs, HRAs, and commuter benefits.

Premium Payments

Simplify your payment processes for all carriers and eliminate hassle. Our services handle billing statements, adjustments, and reconciliations.

ACA Solutions

Leverage our suite of ACA solutions to match your needs, from full-service reporting to data delivery and translation.

QMSCO Administration

Outsource your QMSCO administration to us. We expertly manage MCSOs and NMSNs from courts and agencies across the US.

COBRA

Simplify COBRA with automated services. We handle communication, enrollment, fulfillment, payment processing, and provide seamless benefits transition support.

Payroll

Seamlessly integrate your payroll system, recover missed deductions, simplify data and payroll processes, and offer employee-friendly amortization options.

Verification

Ensure the accuracy and cost-effectiveness of your benefits program with dependable verification services for dependents, documents, and Evidence of Insurability.

Direct Bill

Simplify billing, remittance, and employee status processes with our direct bill services. Ensure accurate premium collections and avoid unnecessary complexities.

WE HAVE YOUR DATA COVERED

One large retail employer saved

\$440K

in recouped dollars from missed deductions in their first year by implementing Empyrean's payroll solutions.

INTEGRATIONS + ANALYTICS

Empyrean integrates with every benefits-related system in the market, ensuring that we can bring your unique benefits program to life, all while making your job easier.

Seamlessly connect with your providers, including payroll and HRIS systems, wellness programs, and consumer accounts, all within a secure environment.



Access powerful decision-making capabilities with reporting into benefits utilization, costs, and trends.

Using a comprehensive database and our Business Intelligence (BI) platform, we produce valuable insights to deliver innovative solutions tailored to your unique requirements. Additionally, you will benefit from customized reporting, offering you a deeper understanding of your benefits program.



COMMUNICATIONS + ENGAGEMENT

Unlock the full potential of your benefits program, creating a more fulfilled and motivated workforce.

You spend countless hours building a benefits strategy, and pulling together a plan that will meet your people and financial goals. However, none of this work matters if your employees and their loved ones aren't aware of their available benefits and aren't connecting those benefits to your organization as their employer of choice.

With Empyrean's solution you'll be able to meet your people where they're at through an omnichannel communications plan tailored to meet the unique needs of your organization.

Our practical approach to communication will maximize the impact of your benefit offerings, and help your organization to build a connected culture.



Core Communications

Our core set of communication capabilities include eMail campaigns in-a-box, configurable push notifications and text messaging, a themed enrollment experience, and a library of educational videos.

Custom Communications

Our in-house benefits communication agency can craft and execute a year-long strategy to amplify your benefits program and engage your people. We'll create custom campaigns to achieve your organizational objectives and build all the assets you need to bring each to life.

Here's just a sneak peek of what we can do:

- [Digital Benefit Guide](#)
- [Public Microsite](#)
- [Virtual Benefit Fair](#)
- [Custom Posters + Postcards](#)
- [Quick Start Guides](#)
- [Custom Videos](#)
- [Creative Consultation](#)

1 POWERFUL PLATFORM

Just as you design your benefits strategy to meet your organization's unique needs, your benefits administration platform should address those challenges as well.

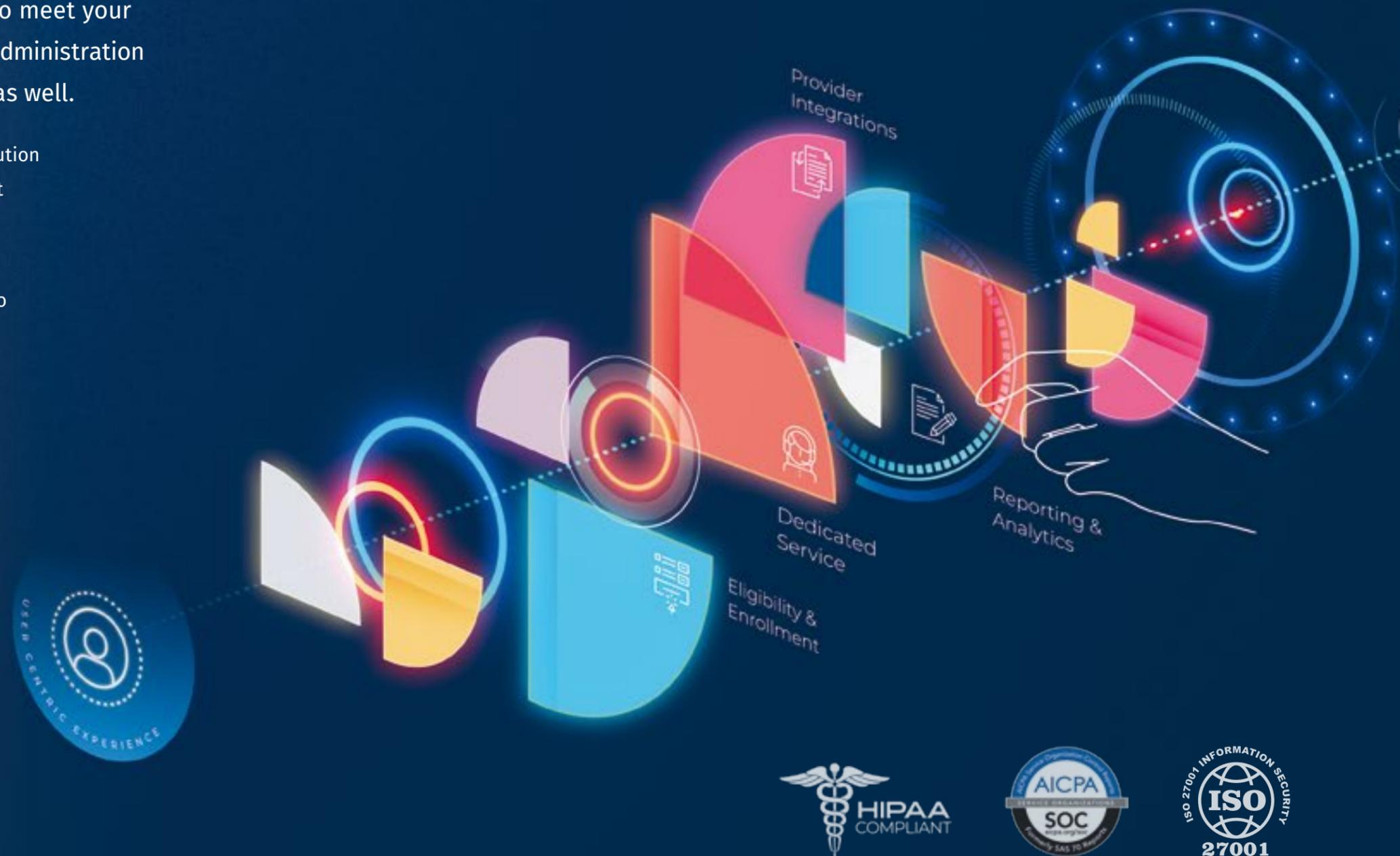
Empyrean provides a flexible, scalable, and secure benefits solution with robust capabilities, eliminating the need for multiple point solutions. We simplify your benefits administration tasks while improving your employee experience.

We closely collaborate with you, your broker, and consultants to create and configure a solution that meets your requirements for success in supporting your employees' needs, strategic initiatives, compliance, and day-to-day administration.

We Protect Your Data at Every Level

As your trusted benefits partner, Empyrean has implemented multiple levels of controls to ensure the security and privacy of the data and sensitive information entrusted to us by our customers, partners, and your people.

Our commitment to being a leader in security standards is reflected in our compliance and certification with SOC 2, ISO 27001, and HIPAA.



BRINGING IT ALL TOGETHER



Our team lives
our mission through:

TECH+ SRVVC #YOU



Millions of people rely on Empyrean to connect them to life-enriching benefits when they need them most. Each member of our team is invested in each member of yours.

At our core, we exist to help each of your employees and their families choose and use the benefits programs available to them for their individual situations. Through these positive people and benefit experiences, we help you build a stronger workplace culture focused on well-being both in and outside of work.

With Empyrean as your partner, we can enhance the way your people interact with their benefits and your organization, creating a whole new world of engagement and connection.



Request your demo at
goempyrean.com

TECH + SRVC + YOU



About Empyrean

We believe that everyone deserves a workplace culture that supports their total well-being through benefits. Since 2006, Empyrean has provided employers of varying size, industry, and benefit plan complexity with the innovative technology, service-first approach, and focus on people experience to solve pain points and bring benefit strategies to life.

Empyrean delivers a total solution designed to create connected benefit and people experiences that enrich lives, strengthen employer brands, improve workplace cultures, and advance organizational goals.

Through our technology and service, we create scalable, tailored experiences that empower participants to better understand, access, and engage with their benefit programs not just at enrollment, but year-round.

Headquartered in Houston, Texas, Empyrean has additional office locations, as well as remote teams located throughout the U.S.

Contact Empyrean to learn more today.

Main: (281) 768-2900 | Toll-free: (800) 934-1451