7 Must-Haves of a Benefits Decision Support Tool

☐ **1. Educate**

The right solution should offer personalized benefits education, tailored to an employee's unique health and financial needs, educating employees on not just the "what," but the "why."

☐ **2. Communicate**

Your benefits solution should be able to communicate with your employees, regardless of device type, language, or visual impairment.
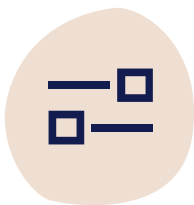
☐ **3. Integrate**

The solution should integrate with your enrollment platform, and any BenAdmin or HCM tool that you're using.

☐ **4. Feel familiar**

The platform and interface should feel familiar to users, bonus points if it mirrors technology that they've used in the past.

☐ **5. Personalize recommendations**

Benefits recommendations should be as personalized as possible, going beyond basic demographics to tailor benefits bundles to deeply personal characteristics, from preexisting conditions all the way to commuting style.

☐ **6. Keep data safe**

A benefits technology platform should uphold the highest standards in data privacy and security.

☐ **7. Deliver ROI**

A benefits decision support platform should be delivering clear ROI for the organization. This can look like time savings, cost savings, participation rates, employee satisfaction, and more.

ADP