How Alight Transformed Requirements Management for Its Clients

Jama Software® helps Alight Solutions increase collaboration and expedite review cycles.

About
Alight Solutions

Alight Solutions is a leading provider of human capital solutions, helping clients and their teams navigate the complexity of health, wealth, and human resources.

Alight combines data-driven, consumer-centered technology with personalized care and service to help 23 million people — and their 11 million family members — simplify work and life, both now and in the future.

Operating in an ever-changing environment requires constant innovation, and Alight delivers — including from a mobile app, Ask Lisa, their award-winning artificial intelligence assistant. Ask Lisa makes it easy to stay connected, and now accounts for over 4 million employee interactions. Alight saw an opportunity to further improve the experience for the Alight team and their clients.

A Business Transformation

Alight identified three transformational goals to keep the focus on clients and their people.

01
Have a technology-forward approach by innovating continually and finding new ways to use technology to better serve clients.

02
Deliver a consumer-centric experience that goes beyond transactions and provides in-the-moment guidance to enable confident decision-making.

03
Create an integrated, ecosystem experience that's easy to navigate.

COMPANY SUMMARY

- 25+ year history

- Provides health and retirement benefits administration and human capital management solutions

- Serving more than 23 million people and their 11 million family members

- 19 global delivery centers

Ready for a New Solution

These goals, along with a culture of continuous improvement — asking "why?" and "why not?" — led to a focus on the requirements management process.

Alight had an existing requirements management solution, which leveraged expertise from hundreds of implementations and client engagements. But the organization started to map out what a reimagined process could look like.

For Alight, the requirements process involves capturing details on each client's health and wealth plan (e.g., 401(k) benefit plans and how they are administered). These plans aren't static — plan offerings evolve from year to year based on client strategy and events such as mergers, acquisitions and regulatory updates. Requirements management is an iterative process for Alight, with multiple client resources involved in discussions.

> "We had this idea that a complete redesign of the requirements process and technology would be a game-changer — reducing the time it took for us to implement solutions for our clients and making it easier for clients to review and collaborate year-round. From the outset, we said that we're not going to be throwing documents at our clients to mark-up with their edits — there was a better way to do this."

Craig Rosenberg, Vice President of Health Solutions, Alight Solutions

Digitizing the Requirements Management Process

Consequently, Alight embarked on a path of reimagining what its requirements management process could be. They devised a set of criteria for their ideal requirements management platform and began exploring what options were currently available.

After doing extensive market research and evaluating a variety of platforms, Alight chose Jama Connect™ for many reasons, but most notably for its:

- Ability to embed Alight's expertise into the solution

- Ease of use

- Ability to collaborate with clients; cloud solution with anywhere access

- Real-time updates

- Version control and easily comparing requirements for current plan design to prior iterations

- Traceability

- Ability to tie test conditions directly to the requirements they are testing

- Security

Successful Jama Connect Pilot Program

After selecting Jama in 2016, Alight chose to implement the platform in a pilot program with a few new clients who had complex requirements to manage.

Early in the implementation, Alight leveraged Jama's Professional Services to optimize the value of the product and take full advantage of its functionality.

It wasn't long before Alight's clients began giving positive feedback about the new requirements process, highlighting Jama Connect's ease of use, elimination of paper-based documents, and streamlined review process.

"

I'll read you a direct quote from one of our clients. The platform has been easy to use and provides me with a great deal of confidence that the partnership with Alight is one based on quality of work and commitment to detail."

Elizabeth Rosenberg, Health Practice Leader, Alight Solutions

Innovating with Jama Connect

After a successful first year with Jama Connect, Alight made the decision to utilize the solution for all clients in their Health and Defined Contribution administration business.

The introduction of Jama Connect has also been a positive experience for the 2,000+ Alight team members who are utilizing the solution. "We've found it's easy to get our colleagues comfortable with Jama Connect and up-to-speed quickly. We do a session with people who are new to the platform, answer their questions and then turn them loose. And they take to it pretty quickly," says Glenn Hutto, vice president of wealth solutions at Alight.

> Our clients are so impressed with how Jama works that they're starting to reevaluate how things are done across their businesses. One of the directors at a client said this: 'I've started using Alight's approach [powered by Jama Connect] as an example of how things should work within our own organization.'"

Elizabeth Rosenberg, Health Practice Leader, Alight Solutions

Alight Sees Streamlined Processes and Increased Collaboration

In an industry known for complexity and compliance, Alight's goal was to make healthcare and retirement planning decisions easier for its clients.

With new, streamlined processes in Jama Connect, requirements phases have been reduced to a fraction of the time. The new processes have also cut down on rework, accelerated approvals, and streamlined system configuration and testing.

From COBRA to the Affordable Care Act, regulatory compliance is a top priority for Alight. The team credits the successful deployment of Jama Connect with helping clients stay on top of evolving compliance standards.
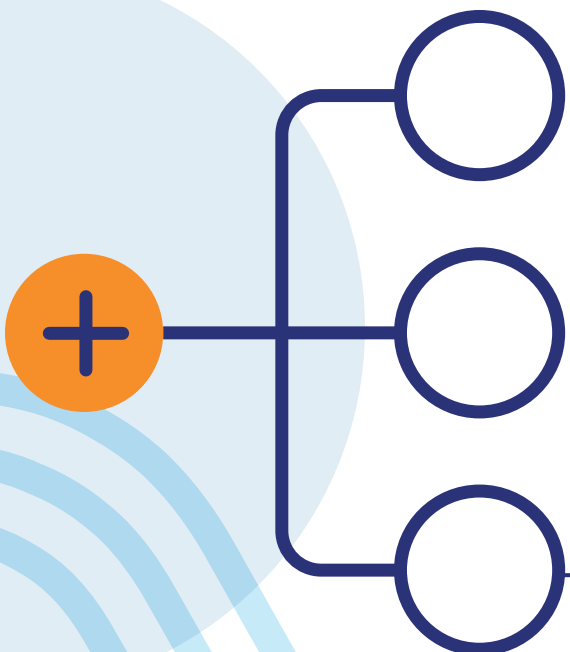
> We love the fact that it's very easy to compare prior versions of requirements. It's easy to track, review, sign off and know how and why we did certain things."

Elizabeth Rosenberg, Practice Leader, Alight Solutions

> By having our master set of requirements in Jama, we can quickly react to regulatory changes and know that we're hitting key compliance areas with every client."

Glenn Hutto, Vice President of Wealth Solutions, Alight Solutions

A Game-Changer

Alight believes that Jama has not only enhanced its internal processes and client relationships, but also given the company a competitive advantage in the marketplace.
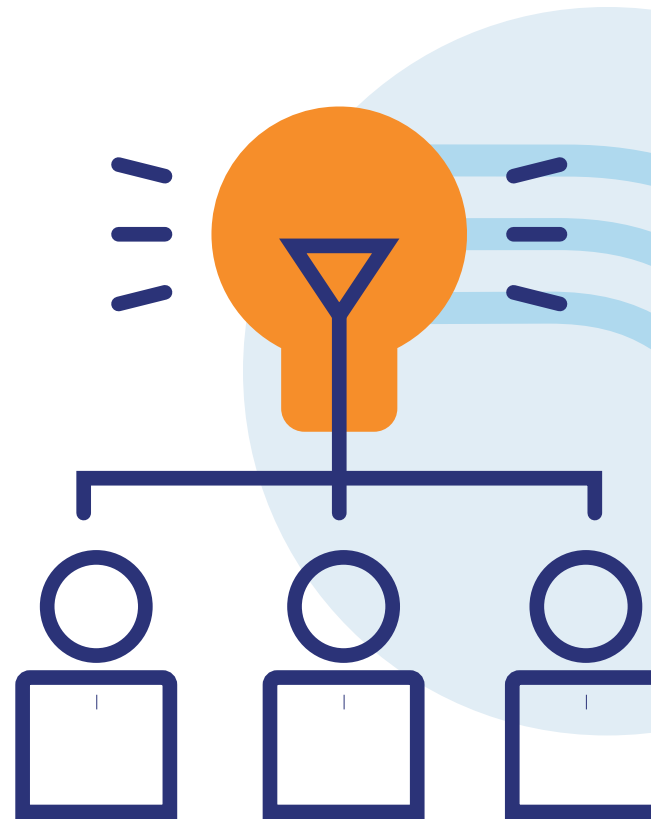
The way Alight has leveraged Jama Connect is notable, not only for how it's transforming and streamlining their process, but also for the innovative ways in which they're using it to better serve their customers.

As a leader in the benefits administration industry, Alight is actively forging its own path with a focus on cutting-edge technology to better serve the modern demands of its clients.

"

While the majority of our customers leverage our platform to capture and collaborate around requirements, Alight is taking things a step further by engaging directly with their clients using Jama Connect. Together they're able to capture requirements and reach consensus much faster, allowing their teams to spend more time focused on building solutions and less time on requirements and review cycles."

Kevin Steigerwald, Vice President of Product and UX, Jama Software

"

Jama is a leading technology used by top tech companies. We're taking that technology and adding our expertise and applying it to benefits administration and Human Capital Management solutions to deliver an incredible experience for our clients."

"

Jama really matches our clients' needs. They are living in a hectic, ever-changing environment, and they need a solution like this to keep track of everything."

* All statistics are accurate as of May 2019

ABOUT JAMA SOFTWARE

Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, software-defined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries.