



Nu Skin goes mobile with AspireHR Cloud Benefits

Nu Skin



Nu Skin Enterprises, Inc. develops and distributes innovative consumer products, offering its customers a comprehensive line of premium-quality beauty and wellness solutions. The company builds upon its scientific expertise in both skin care and nutrition to continually develop innovative product brands.

In 2012, Nu Skin took steps to eliminate paper forms and manual data entry by automating its benefit enrollment processes through the implementation of SAP Employee Self Service (ESS). In line with the corporate mobility strategy directive of their CEO, Nu Skin sought a simplified mobile-friendly solution with robust features that address mobile benefits enrollment. Says Tausha Oveson, HRIS Analyst at Nu Skin, "Two-thirds of employees operate in warehouses, call centers, etc., they don't have access to computers or the internet on a regular basis. This means that each employee comes in to the HR office for benefits enrollment and changes, losing production time and slowing down the administrative process. Employees on leave are also required to come into the office to complete enrollment. Having mobile benefits available to employees will simplify the entire benefits workflow."

With Cloud Benefits, Nu Skin also expects employee initiation of their own Life Events to drive a dramatic reduction in the number of calls to the service center for enrollment help. Says Elaine Schurter, Benefits Manager, "Currently, we receive 400 calls for life event changes a year at 30 minutes of work for the administrator and the employee per call. By automating the life events process and granting mobile access, employees can easily make quick changes from their mobile devices and the administrator is freed to focus on other business requirements. We spend a lot of time doing employee relations. To streamline [the administrator's] process and free up her time for other projects is a win from a business standpoint."

Cloud Benefits will garner additional cost savings for Nu Skin by reducing ineligible employee coverage. The administrator will also be able to complete rapid audits of eligibility and life event documentation.

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Business Needs:

- Eliminate manual data entry
- Simplify and explain benefits choices for employees
- Allow employees to enroll for benefits away from the office

AspireHR Solution: Cloud Benefits™

- Automates the benefits enrollment process
- Embeds employee benefits communication information into the enrollment process
- Empowers employees to enroll with mobile access

Results:

- Streamlined benefits administration and enrollment processes
- Increased employee appreciation and understanding of benefits options
- Enabled the employee to complete their enrollment from any location at their convenience



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Nu Skin also anticipates seeing soft returns in the form of employee appreciation for the new personalized benefits communications materials. Company-branded benefits documentation will give employees a greater sense of confidence in the materials. The access portal gives managers the flexibility and freedom to do their jobs outside of the office VPN and employees to access their information more conveniently. Oveson shares that, “We’ve been asked for a few years to get mobile options. We’ve investigated a few things... because the user is requesting it be available mobile and easy to use. More flexibility and more freedom for our employees is really exciting for us.”

Cloud Benefits fits into the overall Nu Skin business strategy in several ways. For the HR team, Cloud Benefits supports the culture of innovation while making it easier for them to do their jobs due to increased efficiencies and accessibility. For the IT team, Cloud Benefits supports the directive to speed and innovation through mobility and apps. Enabling mobility increases ease-of-use and allows their internal customers to be better informed and have more insight into the company. Says Schurter, “Employee appreciation and easing the burden on them makes everything worth it.”

Nu Skin’s Challenge	Cloud Benefits’ Solution
Mobile options are not included in ESS so employees are forced to use a PC. This creates a difficult environment in the call center and distribution functions where shared PCs are common. If an employee neglects to log out of a shared PC, they may unintentionally reveal their personal information to the next system user.	Cloud Benefits can be accessed anywhere and from any device including the employees own personal device.
Employees must call or email the Benefits department to initiate a Life Event and open links to make changes.	Employees can directly initiate a life event or benefits change directly from their mobile device or home computer. They can upload documentation directly to the site.
Employees must be inside the corporate IT network or on VPN which forces some employees to complete their benefits enrollment processes on premise or increase cost to Nu Skin by requesting VPN access.	Employees do not need to be inside the corporate IT network to access benefits enrollment.
Employee progress in the enrollment process is lost when the session drops for technical reasons or times out.	Cloud Benefits operates on a “save as you go” basis, rather than big bang completion.
Employees are locked out of enrolling when the payroll process is running.	Employees can update their benefits at any time, included when payroll is being processed.
Administrators are unable to track an employee’s enrollment progress.	Cloud Benefits tracks employee logins and activity that allows Administrators to track individual and group enrollment progress and errors.



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