
Alight Worklife[®] Employee Experience platform



alight

Workplace challenges

Employers today are grappling with numerous challenges in an ever-changing world. Among these challenges, attracting and retaining top talent while effectively managing the increasing costs of total rewards programs looms large. Recent studies indicate that a mere 53% of employees are likely to remain with their current employer over the next 12 months,¹ and healthcare costs are projected to rise by 5.6% in 2023.² In order to tackle these issues, employers must prioritize employee engagement and retention, while also navigating the complexities of providing affordable healthcare and benefits programs, particularly with the growing number of multigenerational households.

On the other hand, employees themselves face a myriad of challenges, ranging from financial stress to burnout, which ultimately lead to reduced engagement and productivity. A staggering 24% of employees feel overwhelmed by financial matters and worry about running out of money in retirement.³ Additionally, only 35% of employees trust their employers to design benefit plans in their best interest,⁴ while 41% of employees are living paycheck to paycheck, more than before the pandemic.⁵

Hence, employees are seeking a more comprehensive approach to their overall wellbeing, aiming to optimize their physical and financial health alongside achieving a healthy work-life balance. They desire more than just a generic solution or a limited set of choices. Employees are most engaged when presented with personalized benefits options and tailored guidance that align with their individual goals and needs, ensuring support when they need it the most.

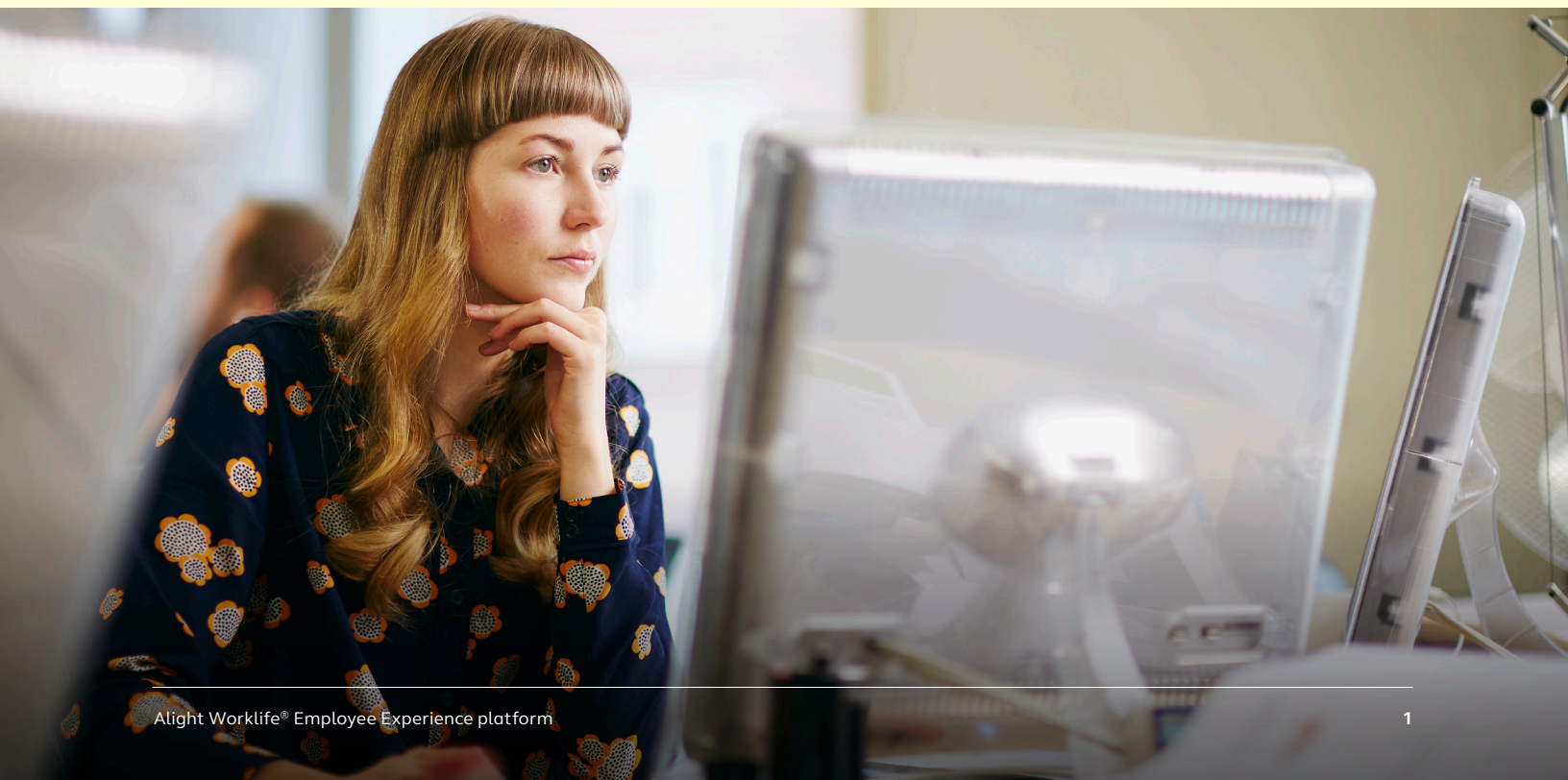
¹ Winning with Wellbeing report, Alight https://go.alight.com/rs/777-ERD-451/images/08055_DE%26I_Report_PDF.pdf

² <https://www.shrm.org/resourcesandtools/hr-topics/benefits/pages/health-plan-costs-expected-to-rise-in-2023.aspx>

³ <https://www.alight.com/Thought-Leadership/2022-Alight-International-Workforce-and-Wellbeing>

⁴ <https://www.alight.com/Thought-Leadership/Winning-with-wellbeing-Chose-a-human-centric-appro>

⁵ <https://fortune.com/2022/06/16/41-percent-of-employees-are-living-paycheck-to-paycheck/>



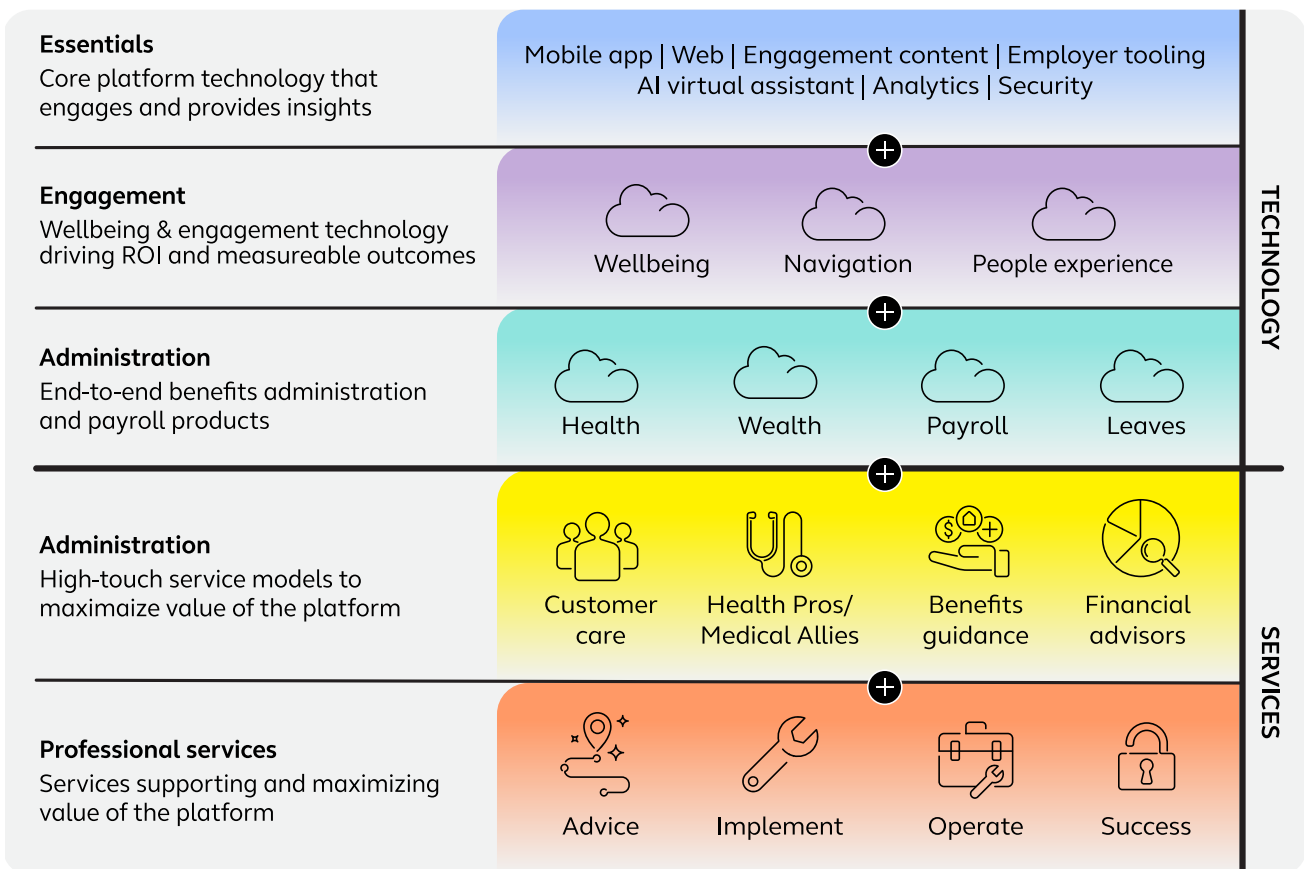
HR transformation solution for modern challenge

In response to these trends, employers are actively investing in HR strategies focused on wellbeing to provide an employee experience that fosters overall fulfillment and happiness. However, despite employers' efforts to develop and offer wellbeing-related support and benefits, many employees still express dissatisfaction with their overall experience.

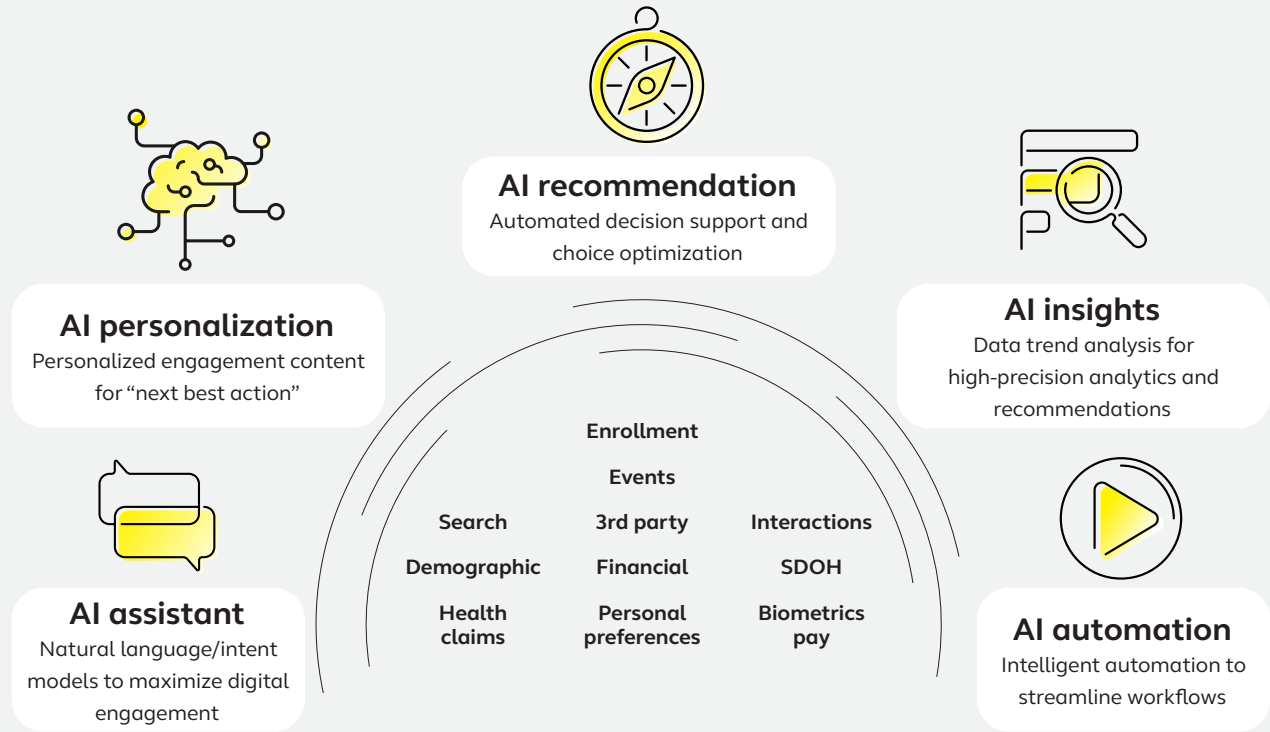
As an employer, how can you ensure you are giving your diverse workforce what they really need to thrive and helping to create a more inclusive and equitable workplace for them? Welcome to Alight Worklife® — the future of employee wellbeing.

Alight Worklife is a cutting-edge employee experience platform that combines the power of AI and cloud technology with a personalized touch. Designed to enhance the overall wellbeing of employees, the platform integrates benefits, HR, and payroll into a centralized and user-friendly interface. By providing a comprehensive range of wellbeing solutions, Alight Worklife empowers employees to take control of their holistic wellbeing, both within the workplace and in their personal lives. Through personalized guidance and support, employees can easily manage various aspects of their wellbeing, ensuring better outcomes for themselves and the organization. With Alight Worklife, employees experience a seamless and integrated approach to their overall wellbeing journey.

The employee experience platform



AI powers our platform



16M
personalized engagements per year (and growing)

>50%
AI content engagement rate

24M
AI assistant interactions

>300
AI content modules

22.4
interactions per person/year with AI personalization

\$500+
average savings from AI decision support

Benefits for employers

1. Elevate employee experience

Unified experience platform:

Our platform provides a seamless experience by delivering and administering full-scope benefits, healthcare navigation, payroll, and wellbeing products through a single, connected system. This unified approach eliminates the need for employees to navigate multiple systems, ensuring a streamlined and convenient experience.

Personalized interactions:

With our cutting-edge AI technology, we offer personalized 1:1 communications and next-best actions based on each employee's unique needs. Our AI models, trained on a vast dataset of 300 million interactions and 30 million users, enable us to deliver tailored and relevant information, enhancing the overall employee experience.

Tailored journeys:

We meet employees in their moments of need by offering tailored journeys. This means connecting with employees during crucial moments to provide support, boost engagement, and foster a happier, healthier, and more productive workforce. Our platform allows for customized experiences that address individual employee requirements, creating a sense of personalization and care.

2. Optimize program utilization

Turnkey engagement campaigns:

Our platform offers a comprehensive program optimization library with ready-to-go content assets. These assets are developed and tested by HR communications experts, ensuring their effectiveness in driving employee engagement. With our turnkey campaigns, you can quickly launch engaging initiatives without the need for extensive content development.

Omni-Channel content delivery:

We deliver content through a range of channels to maximize its reach and impact. Our platform supports six robust delivery channels, including mobile push notifications, SMS, card insights, IVA (Intelligent Virtual Assistant), Journeys, and email. By utilizing multiple channels, we ensure that your programs are seen, understood, and used by employees across various touchpoints.

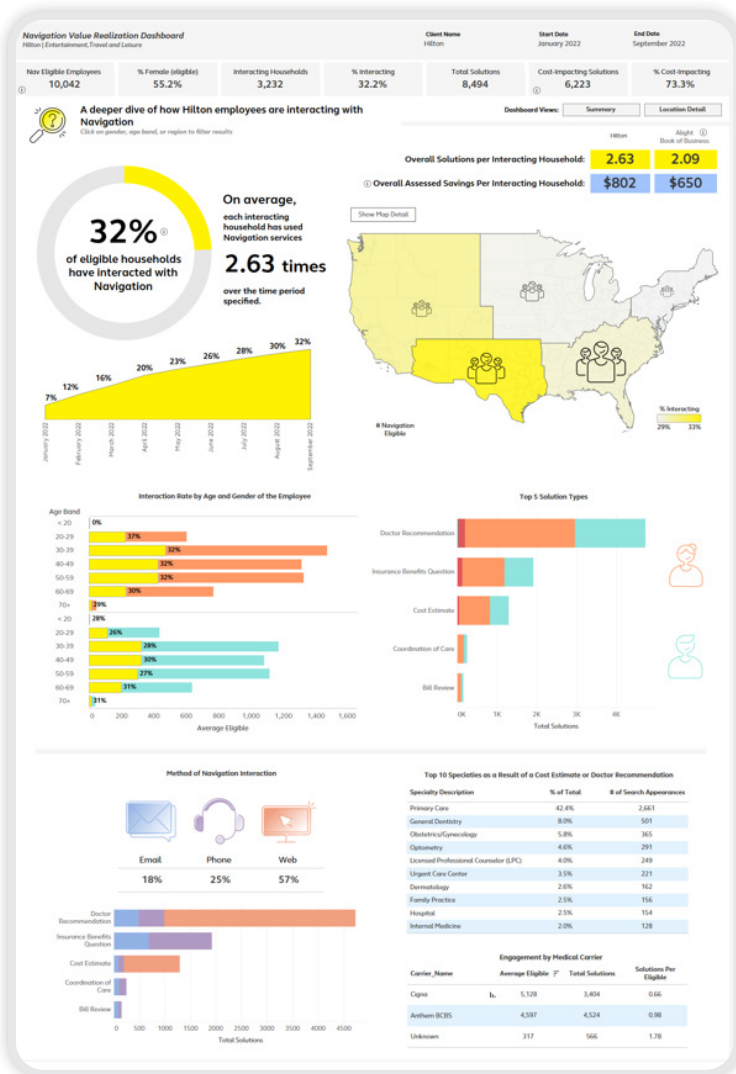
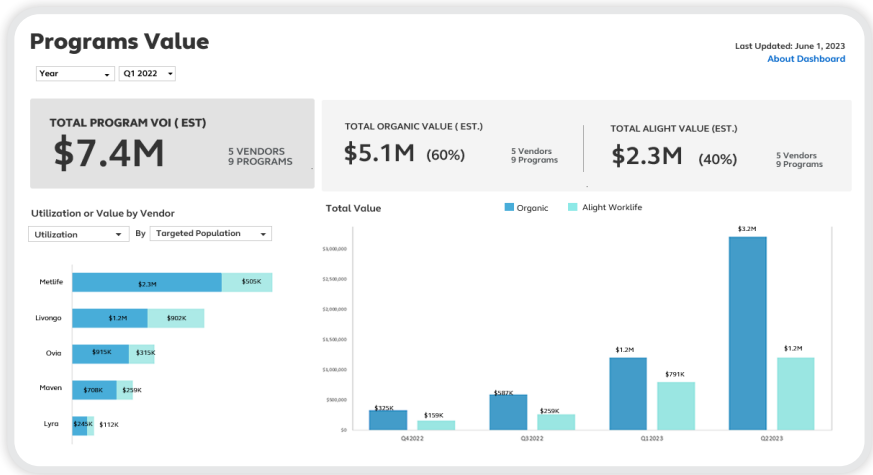
Comprehensive value dashboards:

Our platform provides value dashboards that offer a single pane-of-glass view into program utilization. You can easily monitor and analyze the impact of your benefits and programs, understand who is engaging and taking action, and identify areas for improvement. These value dashboards provide valuable insights to guide your decision-making and identify opportunities for further optimization.



BENEFITS FOR EMPLOYERS

Employers can track the value savings and utilization of employee wellbeing programs — and see Alight’s contribution — gaining real-time insights to maximize their investments.



Employers can review Health Navigation utilization and savings metrics, slice insights by demographics, and pinpoint focus areas to maximize investment.

BENEFITS FOR EMPLOYERS

3. Boost organizational productivity

Streamlined administration and reduced manual effort:

Our platform enables employers to automate HR processes and reduce manual administrative effort for HR, benefits, payroll, and time data, allowing your HR, benefits, or analytics teams to focus on high-value work. With modern self-service automation tools and ready-made campaign content templates, you can automate repetitive tasks, scale effectiveness, and empower your teams to be smarter, scalable, and more strategic in their work.

Enhanced employee efficiency:

Alight Worklife enhances organizational productivity by promoting mental, physical, and financial health for employees through comprehensive wellbeing programs, integrated self-service tools, and personalized coaching from subject matter experts — leading to fewer unplanned absences, and more presentism at work.

Workforce upskilling and development:

We provide implementation and integration with industry leading learning management systems to help you upskill your workforce and meet dynamic business needs. This integration allows you to deliver personalized training content and insights, enabling employees to develop their skills, achieve compliance, and stay updated with industry trends. By investing in employee development, you can enhance their capabilities and contribute to overall organizational productivity.

4. Meet diverging needs

Inclusive user experience:

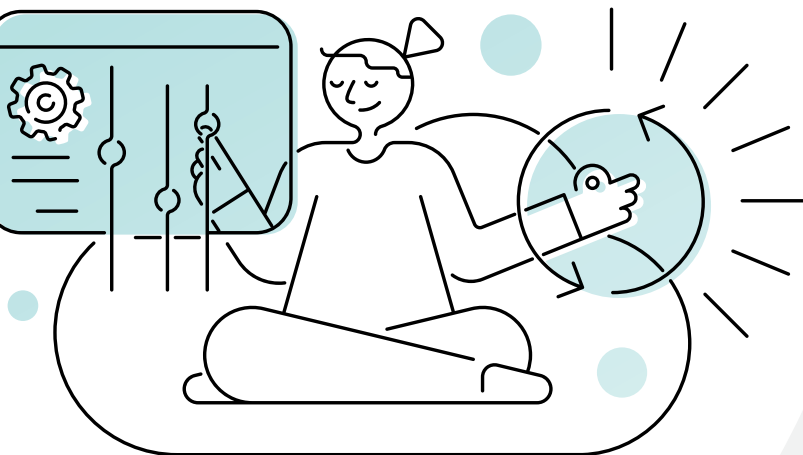
We prioritize employee inclusion by proactively creating a diverse and accessible user experience. Our platform offers shared access for partners/spouses, Smart Choice accounts, an inclusive illustration language/library, and expanded personal data gathering. These features ensure that all employees feel included and engaged across channels, fostering a sense of belonging and promoting diversity within the organization.

Robust partner ecosystem:

We understand that your needs are constantly evolving. That's why we have curated a robust partner ecosystem consisting of best-of-breed industry partners. With pre-built integrations, we ensure that our platform can adapt to your changing business models and provide the flexibility you need to meet your evolving needs effectively.

Globally centralized solution with local relevance:

Our platform offers a globally centralized solution that addresses locally relevant needs. We provide global wellbeing content and assessments, along with localized communications. Additionally, we offer flexible local incentives and local champion support to cater to specific regional requirements. By combining global expertise with local relevance, we ensure that our solution meets the unique needs of your diverse workforce.



Benefits for employees

1. Simplified experience

Single source of truth:

With Alight WorkLife, employees have access to a single platform that serves as the central source of truth for all their benefits, payroll, healthcare navigation, and wellbeing needs. This eliminates the hassle of navigating multiple systems and provides a unified experience.

Seamless onboarding experience:

The platform offers a seamless onboarding experience, ensuring that new employees can quickly and easily understand and access their benefits and resources. This reduces the stress and confusion often associated with starting a new job.

Simplified administrative tasks:

Alight Worklife streamlines administrative tasks for employees, such as enrolling in benefits, managing personal information, and accessing important documents. This simplification saves time and effort, allowing employees to focus on their work.

2. Comprehensive wellbeing support

Robust wellness programs:

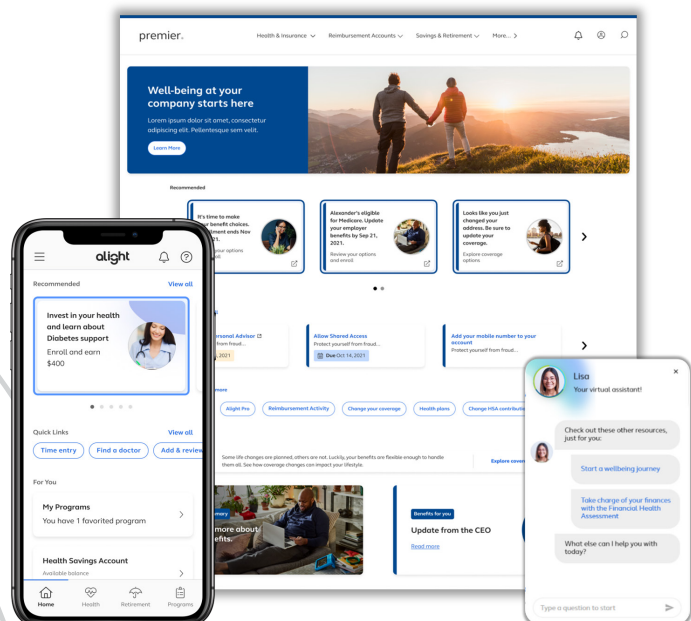
Alight Worklife offers comprehensive wellness programs that cater to various aspects of employee wellbeing. These programs may include physical fitness challenges, mental health resources, nutrition guidance, and stress reduction initiatives. Employees can actively participate and improve their overall wellbeing.

Concierge healthcare navigation:

The platform provides concierge healthcare navigation services, helping employees navigate the complex healthcare system. Whether it's finding the right doctors, scheduling appointments, or understanding medical bills, employees can receive personalized assistance and support.

Stress management support:

Alight Worklife offers stress management resources, including tools, techniques, and expert guidance to help employees effectively manage and reduce stress. This support promotes a healthier work-life balance and enhances overall wellbeing.



BENEFITS FOR EMPLOYEES

3. Financial stability and empowerment

Financial planning resources:

Alight Worklife provides access to financial planning resources, empowering employees to make informed decisions about their finances. These resources may include budgeting tools, retirement calculators, investment guides, and educational materials to improve financial literacy.

Education and counseling services:

The platform offers education and counseling services to support employees in managing their financial wellbeing. This may include financial counseling sessions, debt management assistance, and access to educational webinars or workshops.

Robust retirement planning resources:

Alight Worklife offers comprehensive retirement planning resources, helping employees plan for their future. Employees can access retirement calculators, investment options, and personalized guidance to make informed decisions about their retirement savings.

4. Personalized guidance and support

AI-powered recommendations:

Alight Worklife leverages AI technology to provide personalized recommendations to employees. Based on their unique needs and preferences, the platform can suggest relevant resources, benefits, and programs that align with their individual circumstances.

Personalized chatbot responses:

Employees can interact with AI-powered chatbots on the platform to receive instant responses to their queries. These chatbots can provide personalized information, answer frequently asked questions, and guide employees towards the resources they need.

Individualized expert guidance:

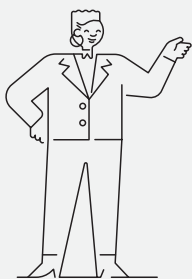
Alight Worklife offers access to subject matter experts who can provide individualized guidance and support. Whether it's addressing specific HR benefits and payroll questions, financial concerns, or wellbeing issues, employees can receive personalized assistance from knowledgeable professionals.





Real outcomes to make you thrive

Investing in a holistic employee experience platform like Alight Worklife not only allows you to prioritize the total wellbeing of your employees, but by addressing key business problems such as low benefits utilization, disengaged employees, and poor talent retention, also drives valuable outcomes for your business:



Employer outcomes



-  Higher talent retention
 - Better program curation
 - Higher program utilization
 - Higher productivity (absenteeism/presenteeism)
 - Stronger DE&I initiatives
 - Improved visibility and control
-  Lower employee turnover
 - Lower healthcare costs
 - Reduced payroll leakage
 - Lesser risk of penalties

Employee outcomes



-  Better employee engagement
 - Higher employee wellbeing
 - Increased employee loyalty
 - Improved mental resiliency
-  Lower health risk
 - Lower financial stress
 - Lower absenteeism

Customer impact

By harnessing the capabilities of a cutting-edge AI-powered employee experience platform, HR organizations can effectively streamline their workflows and empower their employees, enabling them to remain at the forefront of the ever-evolving business landscape. Alight Worklife's AI-powered employee experience platform has proven to be transformative for organizations, delivering substantial benefits such as enhanced talent retention, optimized benefit program costs, and amplified productivity for both administrative teams and employees.



Increased employee engagement

By leveraging data from 4.5 million touchpoints, Alight Worklife enables organizations to curate personalized campaigns tailored to individual employee needs. This approach has resulted in a remarkable 55% increase in Employee Assistance Program (EAP) utilization for a large pharmaceutical client. This demonstrates how Alight's solutions effectively engage employees, addressing their specific concerns and promoting wellbeing.

A large pharmaceutical client saw:

55%

increase in Employee Assistance Program (EAP) utilization



Enhanced benefits utilization

Alight Worklife's AI-driven personalized messages have proven to be highly effective in driving positive behaviors and actions among employees. For instance, a large retailer witnessed a significant 16% of their targeted employees increasing their 401(k)-contribution rate by an average of 4.2% after receiving personalized messages. These results underscore the impact of Alight's approach in maximizing benefits utilization and empowering employees to make informed financial decisions.

A large retail client saw:

16%

of targeted employees increase 401(k) contribution rate by an average of 4.2%

CUSTOMER IMPACT



Cost savings and efficiency

Alight Worklife's solutions have proven instrumental in driving cost savings and optimizing operational efficiency for organizations. A consumer goods manufacturer achieved a substantial 227% ROI within the first 9 months by investing in healthcare navigation solutions, indicating the tangible financial benefits derived from Alight's offerings. Additionally, an energy services company experienced a notable 17% decrease in payroll costs and a significant 35% decrease in employee calls by leveraging Alight's payroll and HR services. These results highlight how Alight's solutions can streamline processes, reduce costs, and enhance overall organizational effectiveness.

A consumer goods manufacturer achieved:

227%

ROI within the first 9 months

An energy services company saw:

17%

decrease in payroll costs

35%

decrease in employee calls



Improved healthcare and preventive care

Alight Worklife's AI-driven campaigns have positively influenced employees' healthcare choices. For a large hospitality client, nearly one out of four employees without recent preventive care visits acted upon Alight's personalized campaign, resulting in an increased uptake of preventive care visits and the establishment of primary care physician (PCP) relationships. This showcases the tangible impact of Alight's solutions in promoting employee wellbeing and proactive healthcare engagement.



START YOUR HR TRANSFORMATION

Alight Worklife's data-driven approach has a transformative impact on its customers.

By optimizing benefits programs, increasing employee engagement, promoting preventive care, and driving cost savings, Alight empowers organizations to create a positive work environment, improve employee wellbeing, and achieve sustainable business outcomes. With a focus on the total wellbeing of employees, Alight Worklife enables organizations to unlock the full potential of their workforce, fostering a culture of engagement, productivity, and holistic wellbeing. By investing in Alight Worklife, organizations can drive valuable outcomes in both work and life, ensuring the success and happiness of their employees.



To learn more, visit alight.com/alight-worklife.

