

Pacific Seafood's benefits administration transformation with **WEX**

Pacific Seafood, a leading provider in the seafood industry, experienced rapid growth, expanding from a small company with just a few employees to an organization with over 2,000 team members. However, this growth outpaced their internal infrastructure, particularly within benefits administration. Manual processes, inefficient data management, and outdated systems led to numerous challenges in delivering seamless benefits to employees.

To address these issues, Pacific Seafood partnered with WEX to implement a modern benefits administration platform. The results were transformative, significantly increasing benefits participation, improving automation, and streamlining compliance.



wex[™]

> Challenges

Before working with WEX, Pacific Seafood faced several critical challenges:

- **Manual enrollment processes:** Employees selected benefits in their HR system, but data had to be manually entered into vendor portals.
- **Data errors and compliance issues:** Misspelled names, incorrect dates of birth, and inaccurate records led to coverage denials and compliance risks.
- **Limited employee engagement:** Employees lacked visibility into benefits options, leading to low participation rates.
- **Outdated technology:** The company relied on legacy systems that were not designed to scale with its growing workforce.

> The WEX Solution

Recognizing these inefficiencies, Jon Todd, Pacific Seafood's benefits and compensation manager, proposed WEX as the ideal solution. Having previously worked with WEX, he knew the platform's automation capabilities would address Pacific Seafood's needs efficiently and cost-effectively.

WEX provided:



Automated benefits enrollment

to eliminate manual data entry errors



Seamless integration

to centralize benefits information in one place



A centralized communications hub

to educate employees and improve engagement



Robust reporting and compliance tools

to reduce risks and enhance decision-making

› Results and impact

According to Todd, the impact of WEX's benefits administration platform was immediate and significant:



Benefits enrollment increased significantly

"The lowest participation increase we had was 545%, and in one case, it was 3,400%."



Improved data accuracy and automation

"Everything we did was manual before. Now, we have automated file feeds, proper terminations, and real-time updates."



Enhanced compliance and cost savings

"We found 90 people who had left the company in 2022 but were still receiving benefits. With automation, we've eliminated those costly errors."



Streamlined employee experience

"WEX isn't just an enrollment platform—it's a communications hub where employees can find everything they need in one place."



Stronger leadership buy-in and support

Todd says the success of the WEX implementation changed leadership perspectives, which demonstrates the value of modernizing benefits administration.

› Why Pacific Seafood chose WEX

Having worked with other vendors, Jon knew WEX was the right partner for Pacific Seafood's transformation:

- **Cost-effective:** Employees selected benefits in their HR system, but data had to be manually entered into vendor portals.
- **Reliable and responsive:** "Other vendors were three times as expensive with the same outcomes."
- **True partnership:** "WEX acts as a partner, not just a vendor. They care about outcomes and work alongside us to solve challenges."

Looking ahead

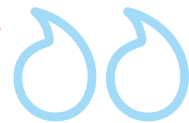
With WEX in place, Pacific Seafood has modernized its benefits administration and is now focused on leveraging data for future decision-making. The transition has set the foundation for long-term efficiency, compliance, and employee satisfaction.

Todd sums it up best:



At the end of the day, WEX is getting us out of the early '90s and into the modern era.

That's exactly what we needed.



How **WEX** can help

Pacific Seafood's success story showcases the power of modernizing **benefits administration with WEX**. If your organization is struggling with manual processes, data inaccuracies, or low employee engagement, WEX can help. Our industry-leading solutions automate enrollment, enhance compliance, and improve the employee experience—all while saving time and reducing costs.

Ready to simplify and optimize your benefits administration?

Contact us today to learn how WEX can support your organization's growth.

Learn more.

