

Case Study



Fairfield
UNIVERSITY



Industry: Educational Institution



Employees: 1,150

Company Summary:

Fairfield University is a private Jesuit University, rooted in one of the world's oldest intellectual and spiritual traditions, with more than 5,000 undergraduate and graduate students from the U.S. and across the globe enrolled in the University's five schools. Fairfield embraces a liberal humanistic approach to education, encouraging critical thinking, cultivating free and open inquiry, and fostering ethical and religious values.

THE CHALLENGE

Fairfield University selected Unum Group as their benefits provider, but shortly after implementation, Unum introduced significant updates to its Life Insurance policy that affected the university's employee benefit structure. Fairfield's Basic Life and Voluntary Life insurance plans were not properly configured to reflect Unum's new age adjustment provisions. Consequently, coverage amounts were

miscalculated based on employees' current salaries, failing to account for the necessary adjustments for employees aged 70 or older for two consecutive years. This oversight resulted in incorrect coverage for affected employees, creating confusion and concern. To resolve the issue swiftly, Fairfield turned to Kognitiv for expert remediation and support.

We engaged Kognitiv in order to fix a Workday configuration issue involving the life insurance age reduction policy of Unum, our insurance provider. Since we implemented Workday in July 2018, the configuration had not been set up correctly. This fix has been extremely helpful as we're now able to display the correct life insurance amounts in Workday which helps to avoid confusion from our employees.

THE SOLUTION

To address this issue, Kognitiv's benefits experts effectively leveraged the Benefit Annual Rate functionality to recalibrate the Basic Life and Voluntary Life insurance coverages. This adjustment correctly aligned with the Unum policy, ensuring compliance with the necessary age adjustments. By utilizing this functionality, Fairfield could now accurately calculate employees' insurance coverage based on the correct compensation amounts.

Benefits Administrator when an employee reached the age of 70. This proactive approach enabled timely adjustments to Benefit Annual Rates and insurance coverages, improving accuracy and compliance while saving the Fairfield team countless hours of manual data tracking and maintenance.

Furthermore, Kognitiv created a comprehensive report and an automated alert system to notify the

By ensuring precise benefits administration and adherence to policies, Kognitiv helped Fairfield streamline their operations and enhance their confidence in Workday's capabilities, ultimately driving long-term success.

THE IMPACT



The utilization of the Benefit Annual Rate functionality ensured precise calculation of insurance coverage amounts based on the Unum policy, preventing discrepancies and maintaining accuracy.



Automated process and alert systems enabled Fairfield University to consistently recognize employees aged 70+ and apply Benefit Annual Rates per Unum policy, streamlining administrative adjustments for efficiency.



Kognitiv's comprehensive knowledge transfer and documentation enabled seamless post-migration management, minimizing disruptions and ensuring long-term benefits administration success.

