



Simplyhealth NGA ResourceLink and Darwin Combine for a Seamless Employee Benefits Solution



Simplyhealth is committed to providing its employees with a detailed view of their total reward package, and to giving them choice and flexibility about their rewards and benefits. This is achieved through the use of the Darwin global benefits management software platform, which is integrated with NGA ResourceLink to complete the solution for Simplyhealth's employees.

Integrating Darwin and NGA ResourceLink

Darwin is the solution of choice for some of the world's biggest companies, as well as many of the UK's best loved brands. NGA ResourceLink from NGA Human Resources is an integrated HR and payroll solution that Simplyhealth have been using for more than a decade. In order to provide employees with a smooth user experience, robust and proven integration between NGA ResourceLink and Darwin is vital.

About Simplyhealth

Simplyhealth is the UK's leading provider of health cash plans and dental payment plans, helping 3.5 million customers and thousands of businesses. It employs more than 1,300 employees in four locations. Its retail arm provides mobility and daily living aids through 12 UK stores.

Simplyhealth's Jo Longman, Central Services Manager – HR, explains why the interface is so important: "Having NGA ResourceLink in place for the past decade has been very beneficial for us, not least because it has given us a 'one true source' of employee data. So when we started working with Thomsons Online Benefits, we didn't want to create a separate database of employee information.

"By being able to use the proven integration of Darwin and NGA ResourceLink we provide our employees with a great experience, alongside saving a huge amount of time and effort."

Sharing data between two solutions

The integration enables the Darwin benefits platform to draw all of the data it needs from NGA ResourceLink in order to offer suitable benefits to all employees. The data is also used to model the effect of different benefit combinations. The shared data includes an individual's salary, status (ie full time or part time), hours worked, working pattern, job roll and job title.

“When employees explore their benefit options they get instant feedback on what’s available and the impact it will have on their salary. NGA HR and Thomsons Online Benefits have an excellent partnership in place that has created a superb, seamless solution.”

Jo Longman
Central Services Manager – HR, Simplyhealth

This ability to model different scenarios is especially useful for Simplyhealth’s employees when they review their benefits and make changes to their package. For example, an employee may want to look at the effect that buying childcare vouchers might have, or the impact of buying or selling some annual leave days.

Jo Longman says: “Because data is available to Darwin, when employees explore their benefit options they get instant feedback on what’s available and the impact it will have on their salary and overall compensation. Once the window has closed the data feeds back into ResourceLink so that the right changes to employees’ pay can be made.

“While all this is happening, the employee is not aware that the data sharing is going on behind the scenes. It’s a seamless integration that ensures a satisfying user experience.”

Creating ‘triggers’ for employee communication

Another feature is that certain life events act as a trigger for Darwin to offer appropriate benefit options to an employee. Jo Longman explains: “A good example is where someone gets married. This event is recorded in NGA ResourceLink and sent across to Darwin. Contact is then made with the employee to remind them that they can apply for insurance on their spouse’s life at a discounted rate.

“The interface between the two solutions is also used in reverse to tailor certain communications to specific employee groups. So when we wanted to let employees know about potential changes to childcare voucher legislation, we pulled in data from Darwin about which employees had already opted into vouchers. We could contact just those employees, removing the need for unnecessary all-employee communications.”

A positive experience with the combined Thomsons / NGA HR solution

Jo Longman provides some feedback on how the integrated rewards solution has worked for Simplyhealth: “First of all, our employees have embraced the concept of total reward statements very well. The availability of some form of flexible benefits like this is popular with employees, who all lead different lives and have different priorities. Being able to choose from a number of reward options – and see a clear picture of their total package – makes a lot of sense for everyone.

“For us as a business, we value the ability to use the excellent Darwin benefits software platform, while still retaining NGA ResourceLink as our single database for all employee information. Fortunately for us, NGA HR and Thomsons Online Benefits have an excellent partnership in place that has created a superb, seamless solution for our total reward strategy.”

NGA Human Resources is a global leader in helping organisations transform their business-critical HR operations to deliver more effective and efficient people-critical services.

We help our clients become better employers through smarter, more streamlined business processes - to save money, manage employee life cycles and support globally connected, agile organisations. This is how NGA makes HR work.

What sets us apart is The NGA Advantage. It’s a combination of deep HR expertise and insight, advanced technology platforms and applications and a global portfolio of flexible service delivery options.

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