



Bristol-Myers Squibb

Bristol-Myers Squibb + Morneau Shepell = Exceptional Employee Experience

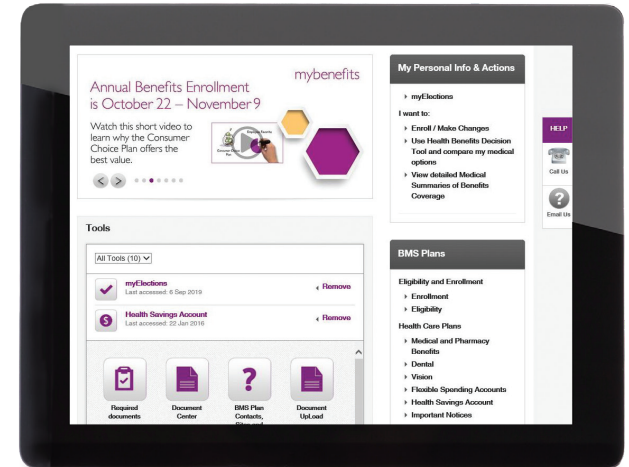
FAST FACTS

CLIENT: BRISTOL-MYERS SQUIBB | Partner Since: 2009
 Industry: Pharmaceutical | Headquarters: New York, NY
 Active U.S. Employees: 12,500 | Number of U.S. Retirees: 12,600

IN 2009, MORNEAU SHEPELL began its relationship with Bristol-Myers Squibb through a full-scope health and benefits outsourcing program as a sub-contractor of IBM. Bristol-Myers Squibb's main objective was to accomplish a transformation of their employee self-service tools and communication procedures to achieve the highest annual open enrollment participation to date. In the beginning, the partnership included responsibility for all tier 2 calls, full data management for payroll deductions, life and milestone events, COBRA, retirement processing, premium calculations and reporting, and direct billing.

Since 2015, Morneau Shepell has continued to be the exclusive outsourcing partner for health and benefits administration, creating a state-of-the-art employee self-service enrollment website with the first decision support tool and communications microsite for Bristol-Myers Squibb employees.

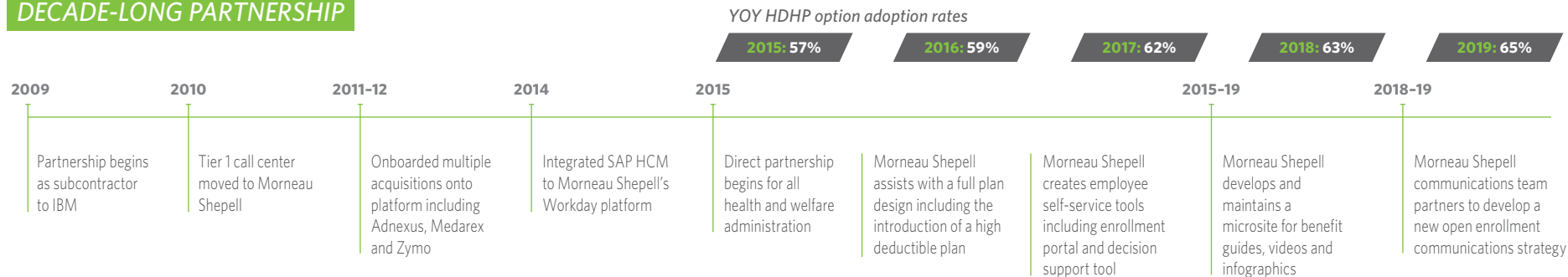
In 2015, Morneau Shepell helped Bristol-Myers Squibb introduce a high-deductible health plan option and a new communications strategy to inform employees about the benefits. Year one experienced a 57% adoption rate from their active employees. In 2019, the adoption rate soared to 65%.



Year one HDHP option active employee adoption rate

57%

DECADE-LONG PARTNERSHIP




Over the years, Morneau Shepell has worked through five major Bristol-Myers Squibb acquisitions to ensure the best employee experience possible, a number one priority for the pharma employer. Morneau Shepell understood that employee experience is about not only company culture, but also engagement and the employee value proposition. Through tailored user experiences that simplify the way Bristol-Myers Squibb's team members manage their health, financial, and wellness needs, the improved employee satisfaction has contributed to a successful increase in participation. Everything from the call center customer experience to online benefits tools are designed with Bristol-Myers Squibb's team in mind.


» We've enjoyed a long-term relationship with Morneau Shepell and value them as our benefits partner. Our partnership began with a subcontractor relationship through IBM over 10 years ago, and we continue to do business with them directly and exclusively because they understand our culture and are a proven and reliable partner. «

— Wimin Ng
U.S. & P.R. Benefits/Savings Lead


SUCCESS FACTORS



Creativity.
Over the life of the engagement, Morneau Shepell has shown flexibility and agility in developing solutions that deliver value.



Alignment.
From executive to operational collaboration, Morneau Shepell shares in the vision and culture of Bristol-Myers Squibb.



Strategy.
Morneau Shepell and Bristol-Myers Squibb developed a synergetic approach to solving complex benefits problems and mitigating potential issues.

Morneau Shepell is the leading provider of technology-enabled HR services that deliver an integrated approach to well-being through our cloud-based platform. Our focus is providing everything our clients need to support the mental, physical, social and financial well-being of their people. By improving lives, we improve business. Our approach spans services in employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and benefits consulting, actuarial and investment services. Morneau Shepell employs almost 6,000 employees who work with some 24,000 client organizations that use our services in 162 countries. For more information, visit morneaushepell.com.

To learn more about Morneau Shepell, please visit our website at morneaushepell.com, call us at 1.855.724.6508, or email us at askus@morneaushepell.com.
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