

Partner Success Story

“We have more than just a vendor relationship with Lighthouse1—we have a true partnership. If we win, Lighthouse1 wins with us.”

—John M. Biwer, President, Discovery Benefits, Inc.



The Partner

Discovery Benefits is in the business of simplifying the complexity of employee benefits administration with innovative solutions and extraordinary customer service. With more than 300,000 consumers using their services in all 50 U.S. states, they are one of the largest benefits administrators in the nation. Their exceptional performance and client/consumer satisfaction standards generate very high rates of referral and repeat channel business opportunities, creating a steady stream of new business.

The Situation

In recent years, Discovery Benefits recognized the need to offer a benefits administration solution that would meet the rapidly growing demand for Consumer Driven Health solutions. They wanted to meet this need with a scalable, efficient solution that could help them grow this line of business quickly and profitably. As Discovery Benefits explored administration systems to help meet their strategic goals, they quickly realized they were looking for more than just software—they needed a technology and services partnership that would empower them to grow while maintaining their high service standards.

The Solution

Discovery Benefits needed a technologically superior solution providing the security, reliability and bandwidth necessary to accommodate the rapid growth they anticipated in data and processing. They also needed flexible reporting and communication processes streamlined with automated workflow. Lighthouse1 OnDemand™ was the ideal solution to provide Discovery Benefits with the enterprise technology and services they needed to drive growth while reducing administrative costs.

“We chose Lighthouse1 because they understand our business vision and are positioned to help us achieve our goals. With Lighthouse1 we no longer have to turn down RFPs because we don’t have the functionality, personnel or capacity to acquire new clients.”

—John M. Biwer, President, Discovery Benefits, Inc.

The Results

Shortly after implementing Lighthouse1 OnDemand™, Discovery Benefits was able to:

- Say “Yes” to more RFPs and expand product and service offerings
- Effectively manage large accounts due to increased scalability
- Reduce errors and delays by offering a real-time, fully integrated debit card solution
- Provide easy to use online self-service tools available 24/7/365 to employers and consumers
- Provide flexible, automated reporting and notification options to employers and consumers

Just three years after choosing Lighthouse1 as a partner and implementing Lighthouse1 OnDemand, Discovery Benefits has:

- Grown their business by 550%
- Increased Web-based communications to more than 90%
- Increased RFP opportunities by 400%
- Decreased administrative costs by 20%