



**NelsonHall**  
TRANSFORM THROUGH INSIGHT

# Vendor Profile

## Next Generation Benefits Administration

# TELUS Health

### Report Abstract

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20 pages

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## Who is This Vendor Assessment For?

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NelsonHall's Benefits Administration profile on TELUS Health is a comprehensive assessment of TELUS Health offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Benefits Administration Services and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Benefits Administration Services sector.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes TELUS Health's offerings and capabilities in Benefits Administration Services.

Founded in 1990, TELUS Corporation is a global technology company headquartered in Vancouver, Canada, and is the parent company of several subsidiaries, including TELUS Communications, TELUS Health, TELUS Agriculture, and TELUS International. TELUS offers a range of telecommunications, health, safety, and security products and services.

TELUS Health, one of the major subsidiaries of TELUS, is a global health and wellbeing organization providing digital tools and clinical services that focus on total well-being, which includes physical, mental, and financial health, across the full spectrum of primary and preventive care. By way of the LifeWorks acquisition, TELUS Health has provided health and welfare administration services across North America for 57 years, delivering an integrated approach to well-being through its cloud-based platform.

Previously known as LifeWorks and Morneau Shepell prior to that, its journey began in 1966 in Ontario, Canada, when W.F. Morneau & Associates merged with Sobeco to establish Morneau Sobeco. Significant company milestones include:

- 2023 - LifeWorks and TELUS Health unite under one company name and one brand: TELUS Health
- 2022 - TELUS Health completes the successful acquisition of LifeWorks
  - LifeWorks (US) Ltd. acquires UK-based Breaking Free
- 2021 - Company name changed from Morneau Shepell to LifeWorks (US) Ltd.; TSX stock ticker changed to LWRK
  - LifeWorks acquires Netherlands EAP company, Ascender
  - LifeWorks acquires Australian SMG Health Pty Ltd
- 2019 - Morneau Shepell acquires MorningStar Health
  - Morneau Shepell acquires Mercer's stand-alone, large market, health and defined benefit pension plan administration business in the United States
- 2018 - Morneau Shepell acquires LifeWorks

TELUS Health has 831 health & welfare employees supporting 186 clients and ~3m plan participants and ~1,160 pension administration employees supporting 467 clients and ~7.2m plan participants.

TELUS Health has ~2k employees delivering its benefits administration services. Core H&W and COBRA administration principal service delivery locations are in the US and Canada, and reimbursement and spending account administration (via Optum partnership) is 100% U.S.-based. The DB principal service delivery location is 100% U.S.-based as well as DC, which is via the Empower partnership.

Estimated operating models for TELUS Health's benefits administration offerings:

- SaaS: 30% of participants
- Co-source: 5% of participants
- Full outsourced: 65% of participants.

This profile focuses on TELUS Health's overall benefits administration business for health & welfare and pension administration.

## Scope of the Report

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The report provides a comprehensive and objective analysis of TELUS Health's Benefits Administration Service offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

**Next Generation Benefits Administration Assessments also available for:**

ADP

Alight Solutions

bswift

Conduent

Empyrean

Fidelity

isolved

Mercer

## About The Author

DeeAnna Warrington is a Principal Research Analyst at NelsonHall and an HR Technology & Services practice member. She has global responsibility for HCM technology, workforce management, and health & welfare administration.

DeeAnna is a highly experienced HR Specialist with 15 years of experience across various industries such as finance, wealth management, health insurance, healthcare, retail & sales, and real estate. She has significant experience in HR business operations and technology, acting as a consulting project manager to match organizations with HR software and service providers.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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