

ACCO Engineered Systems

Fast, Focused, and Stress-Free

BenAdmin Transition Story

navia | Case Study

Company: ACCO Engineered Systems

Industry: Engineering & Construction

Employees: ~5,000 across 8 states

Client Since: 2023

ACCO Engineered Systems, a leading engineering and construction firm with nearly 5,000 employees across eight states, sought a benefits administration partner to modernize its system without disrupting the employee experience, especially given open enrollment was *just* around the corner.

With stability as the top priority, ACCO turned to Navia for a solution that blended strategic insight, hands-on service, and reliable execution.

What followed was a seamless, under-12-week implementation that preserved familiarity for employees while elevating support, responsiveness, and long-term operational efficiency.



About ACCO

Since 1934, owners and builders have selected ACCO Engineered Systems to design, install, and maintain more than 250,000 mechanical projects. ACCO is dedicated to the design, fabrication, installation, maintenance and service of commercial and industrial HVAC, refrigeration, plumbing, process piping, and building automation systems.

ACCO offers complete in-house engineering, fabrication, installation, commissioning, and service capabilities. This integrated delivery system provides customers with the most practical, cost effective solutions for their particular mechanical and control system requirements. Through innovative engineering, comprehensive design solutions, consistent work quality, and qualified maintenance; ACCO confidently delivers the best possible solution.

Challenge: Preserve What Worked Without Disruption

01

Zero appetite for unnecessary change

02

Employees were comfortable

03

Maintain data integrity

When Mitch Rily joined ACCO Engineered Systems in 2022, one thing became clear early on: their benefits administration platform was working well for both employees and HR. Processes were stable, enrollments ran smoothly, and employees were comfortable with the existing routine. There was **zero** appetite for unnecessary change.

“Everything that we had was working very well. We had no interest in trying to reinvent the wheel if we already knew we had something our employees could use easily.” - Mitch Rily

As ACCO evaluated updates to its broker and administrative structures, the guiding principle was simple: protect the employee experience and avoid disruption, especially as open enrollment was fast approaching.



Mitch Rily
Senior Manager of
Compensation & Benefits

The challenge wasn't finding new technology; it was finding a partner who could preserve continuity, support a compressed timeline, and execute with precision while maintaining data integrity and minimizing stress on a lean benefits team.

Why Navia: A True Partner, Not Just a Platform



Hands-on support



Configurable platform



Competitive pricing



True Partnership

ACCO's new broker introduced Mitch and his team to Navia, a third-party administrator (TPA) with deep benefits administration expertise and a flexible, configurable SaaS platform for eligibility and enrollment.

In reality, most benefits administration TPAs leverage similar core technology. The true differentiator lies in service quality, strategic insight, and execution. Rather than leading with technology alone, Navia focused on partnership, bringing experience, transparency, and real-world guidance to the table.

For ACCO, that perspective, combined with responsive service, hands-on support, and competitive pricing, made Navia the clear choice. Mitch was confident that Navia wouldn't just administer benefits but would also actively help the team navigate complexity and make better decisions along the way.

A third-party administrator brings perspective that a system alone cannot. They can acknowledge limitations, offer workarounds, and share insights from working across many clients. - Mitch Rily

The Implementation: Fast, Focused, and Fully Supported

Like all implementations, ACCO required a complete build of its benefit plan configurations to ensure accuracy, a clean setup, and scalability for future growth. With open enrollment looming, Navia proposed strategies to accelerate the process without sacrificing quality or attention to detail.

The result was a tightly managed project delivered on an aggressive timeline. Mitch was “over the moon with the resources that were thrown at us and the support that we received” during the expedited implementation.

Key milestones included:

- Kickoff: August 2023
- Open Enrollment Live: November 2023
- **Total Timeline: Under 12 weeks**

“Most implementation teams would have said, ‘Give us more time.’ Instead, Navia stayed in constant contact, flagged risks early, and made sure nothing fell through the cracks.”

-Mitch Rily

Navia assigned a dedicated implementation team and maintained consistent, proactive communication throughout the process. Importantly, the ongoing client service team played an active role in implementation, ensuring no knowledge-transfer gaps after go-live.

On launch day, ACCO transitioned seamlessly into ongoing administration with a team already familiar with their plans, priorities, and potential risk areas.



Ongoing Value: An Extension of the HR Team

Today, Navia supports ACCO through a structured, role-based service model designed to match the needs of a large, distributed workforce and a lean internal Human Resources benefits team. Some of that support includes:

- Regular bi-weekly strategy and status calls
- Named subject-matter experts by function
- Fast response times with clear ownership and accountability
- Proactive issue tracking and follow-through

“I know exactly who to contact on the Navia team depending on the issue: enrollments, billing, and reporting. And I know I will hear back quickly from someone who understands our account.”

For Mitch, this level of clarity and responsiveness has transformed Navia into an extension of ACCO's internal HR team rather than an external vendor.



Employee Experience: Seamless, Supported, and Accessible

From the employee perspective, continuity was critical. The transition preserved familiarity while expanding access to support tools and live assistance. Even with a passive enrollment approach, ACCO achieved approximately 90% employee participation, which Mitch described as “fantastic.”

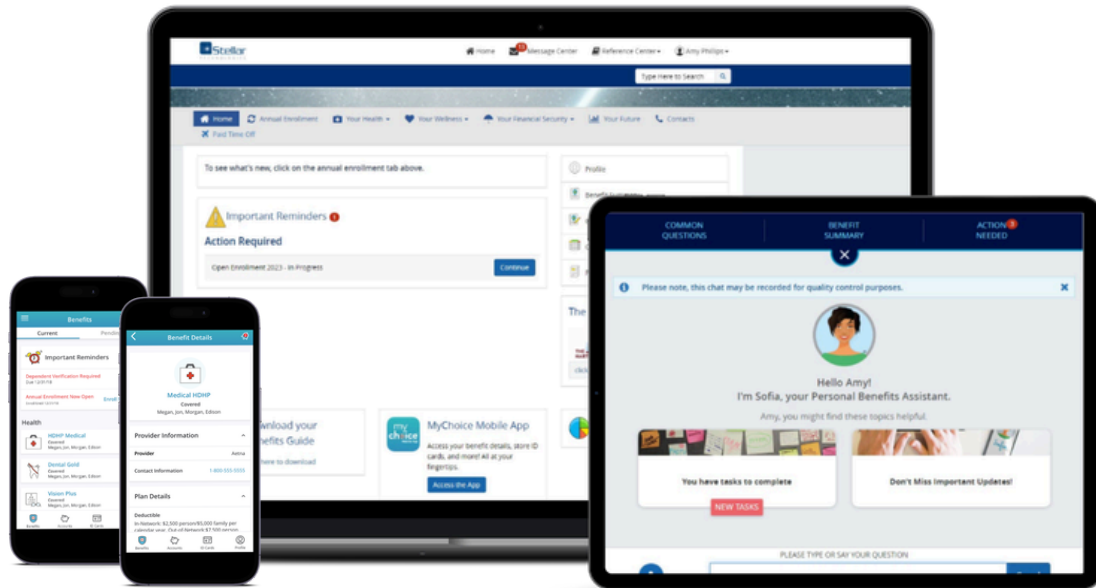
Key elements of the employee experience included:

- Seamless Open Enrollment with no disruption
- In-person support at enrollment fairs
- AI-powered chat assistance for quick, accurate answers

The seamlessness worked really well... that reduced stress for both employees and leadership.”

“I am the primary person handling benefits questions. Knowing I can confidently direct employees to Navia and trust they will get accurate answers has been huge.”

- Mitch Rily



What Matters Most

When reflecting on the partnership, Mitch consistently highlights responsiveness, consistency, and human connection. He noted that working with Navia as a TPA was a no-brainer, delivering stronger service, deeper insights, and a clear return on investment.

“I know that when I reach out, I will speak with a real person who understands our account and follows through.”

Beyond day-to-day administration, Navia serves as an advocate helping ACCO improve processes, anticipate challenges, and continually refine the benefits experience.

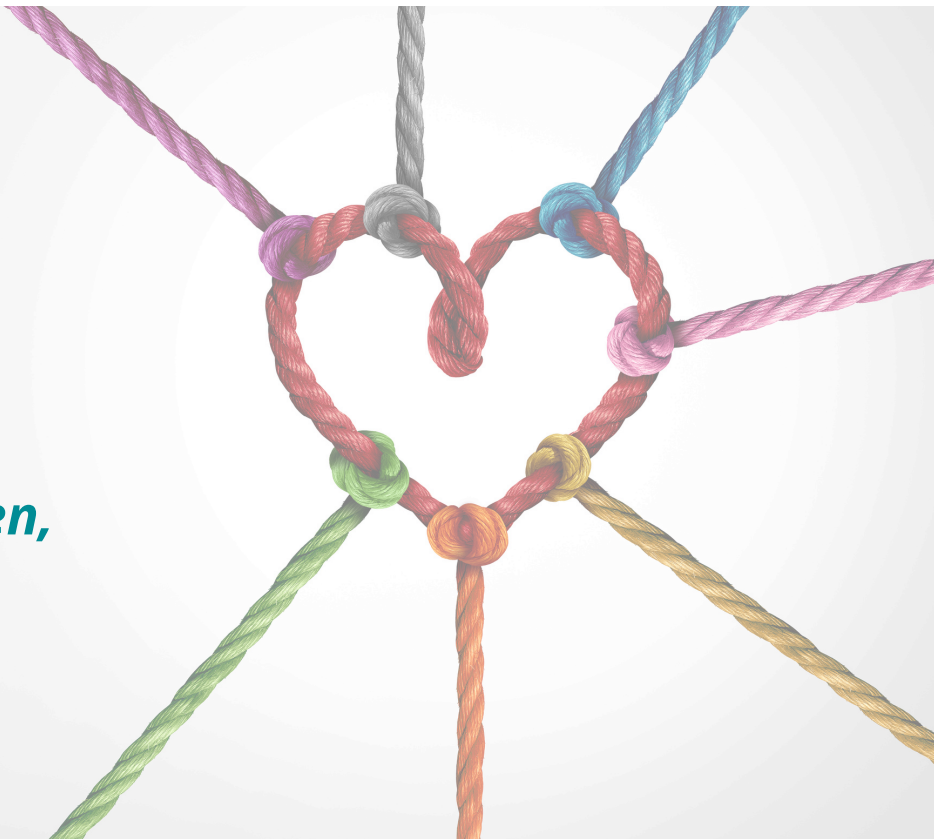
“Our team focuses on putting the human back in human resources. Working with Navia and having that same human touch in benefits has meant the world to us.”

Results at a Glance

- Successful implementation in under 12 weeks
- On-time open enrollment with no disruption
- 90% employee engagement in a passive enrollment
- Reduced administrative burden on HR
- Trusted support for employees, payroll, and leadership

ACCO continues to collaborate closely with Navia, providing feedback and partnering on continuous improvements that benefit both employees and administrators.

“Navia does not just listen, they advocate. And that matters.”



Learn more about our
BenAdmin solution.

Email: sales@naviabenefits.com