

# Navia fuels efficiency for global electronics distributor

Innovative, industry-leader Digi-Key Electronics relies on Navia to be their benefit expert



**Employer:** Digi-Key Electronics

**Sector:** Distribution

**Size:** 5,000+ employees  
\$4.5 Billion annual sales

**Location:** National

**Benefit Services:** Healthcare  
FSA, Daycare FSA, COBRA

## 40

Hours saved with a speedy  
enrollment process

Thief River Falls, Minn.-based Digi-Key Electronics is recognized as a leader in the high service distribution of electronic components and automation products. Digi-Key offers the world's largest selection of electronic components and helps fuel innovation with a wealth of digital solutions and tools to support design engineers and procurement professionals.

Digi-Key's corporate goal is "to consistently meet or exceed our customers' expectations." The company uses technology and innovative business ideas to ensure that 99.9% of customer orders are shipped the same day. Digi-Key ships nearly 25,500 orders daily using inventory housed in 2.2 million square feet of warehouse space.

An early adopter of internet technology, Digi-Key employed its website and vast product inventory to promote excellent customer service and fuel its growth.

In 2021 Digi-Key chose Navia Benefit Solutions to administer its Flexible Spending Accounts and COBRA program in part due to Navia's reputation for excellent customer service and stellar technology. This new relationship seems to be working out splendidly for both parties.



## Customer support key in choice of benefit admin

"Navia is customer-focused on our Digi-Key employees and the Total Rewards (Human Resources, Benefits, Payroll) team members, delivering the best service support. An innovative website and Smartphone app provide educational resources and enhance support," says Drena Andersen, Benefits Partner, and nine-year employee.

One of the things Drena likes about the Navia technology is one username and password is used to access both the employee and employer portals. "It's a small thing, but it definitely simplifies the daily process."

*"We built a sincere relationship with our Navia account managers, who provide outstanding customer service support."*



**Drena Andersen**  
Total Rewards  
Benefits Partner



Navia dials in the right level of customer service

Drena expands, "Navia team members have a wealth of industry knowledge and professional experience to best service Digi-Key employees and support the Total Rewards team."

Digi-Key relies on Navia's expertise to administer these benefit programs because the programs require strict compliance coupled with the need to quickly adapt to changes. "Navia shares that compliance information in a clear and uncomplicated manner.

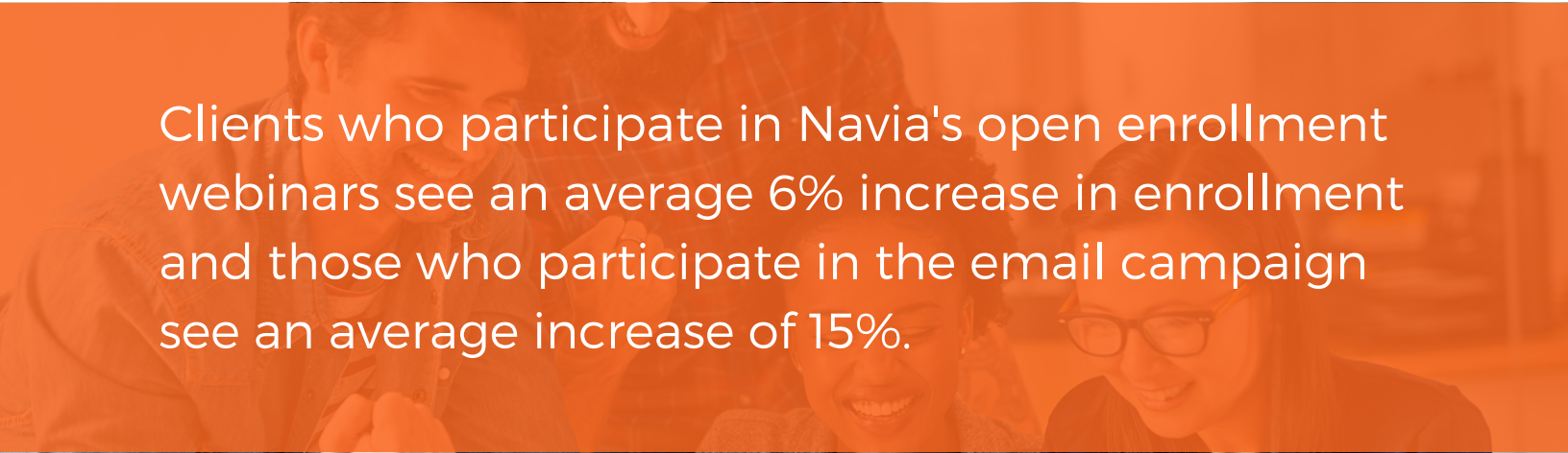
This is a partnership that empowers the Digi-Key Total Rewards team to effectively deliver our benefit strategies," Drena adds.



## Open Enrollment presented unique challenge for Digi-Key

No better example of that premier customer service is the open enrollment assistance Navia provided Digi-Key recently when taking over the administration of these benefits.

Drena describes, "One challenge Digi-key faced this past Fall is our former FSA administrator was not going to do our open enrollment. Navia very efficiently and quickly put together open enrollment for our COBRA participants even before we fully implemented with Navia. They really stepped up their game and showed their dedication."



Clients who participate in Navia's open enrollment webinars see an average 6% increase in enrollment and those who participate in the email campaign see an average increase of 15%.





## Digi-Key's criteria for a benefit administrator

SINCERE  
RELATIONSHIP

EXCELLENT  
SERVICE

INNOVATIVE  
PARTNER

Drena says there are several reasons Digi-Key chose to work with Navia. The Total Rewards team at Digi-Key bonded with the Navia implementation and account teams. Digi-Key also wanted to partner with a company that provided excellent service for both employees and the Total Rewards team.

Drena added, Digi-Key was looking for a company that is innovative and Navia has proved that. She notes the recent launch of the new employee and employer portals as examples of Navia working with their participant and client companies.

The synergy between Digi-Key Electronics and Navia Benefit Solutions was possibly foreshadowed by their similar company cultures. Both spend time and resources encouraging that “special sauce” that brings workers together. Events like cookouts, holiday parties, customer service appreciation weeks, appreciation lunches and support of philanthropy are emphasized to create a sense of togetherness and shared experiences.

A similar special sauce is developing between Digi-Key and Navia that appears to be a recipe for long-term relationship success.



# Ready to boost your benefits experience?

Request a quote from Navia anytime and we will respond promptly with the help you need! **[Request a Quote here.](#)**

