

Alight Worklife

Fact Pack 1 | February 2024

TRUST in your **tomorrow**
by **securing** your
FUTURE with Alight

alight



Technology at **Alight**

Alight is investing in technology more than ever to bring a next generation of experience and value to employees and employers.

EMPLOYEE ENGAGEMENT

INTERACTIONS (Quantity and quality)

- Unique active employees ↑
- Frequency of interactions ↑
- % of digital interactions ↑
- Quality of interactions ↑

OPTIMIZATION OF BENEFITS

- Program utilization ↑

EMPLOYEE VALUE

EMPLOYEE WELLBEING

- Health risk ↓
- Financial stress ↓
- Mental resiliency ↑
- Employee sentiment ↑

EMPLOYER VALUE

BUSINESS OUTCOMES

- Productivity ↑
- Turnover cost ↓
- Healthcare cost ↓
- Absenteeism cost ↓
- Retirement readiness ↑
- DE&I gaps ↓



3,000 Technologists
in 10 Countries



Hybrid Cloud Deployment
with AWS + Azure



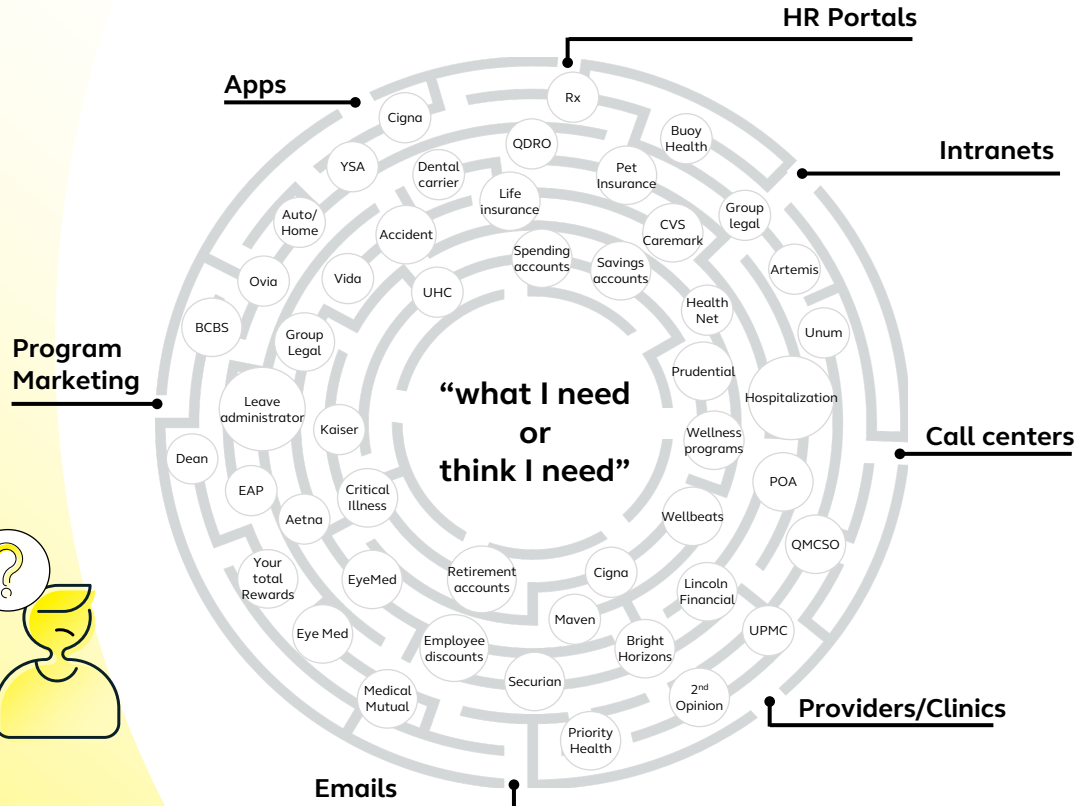
Virtual Sprint
teams by time zone



Agile / DevOps / SaaS / Cloud
Transformations delivering results

The ecosystem to address wellbeing needs is rapidly expanding...

But these resources are increasingly disconnected, underutilized and underappreciated.



Platforms exist to solve these types of consumer opportunities

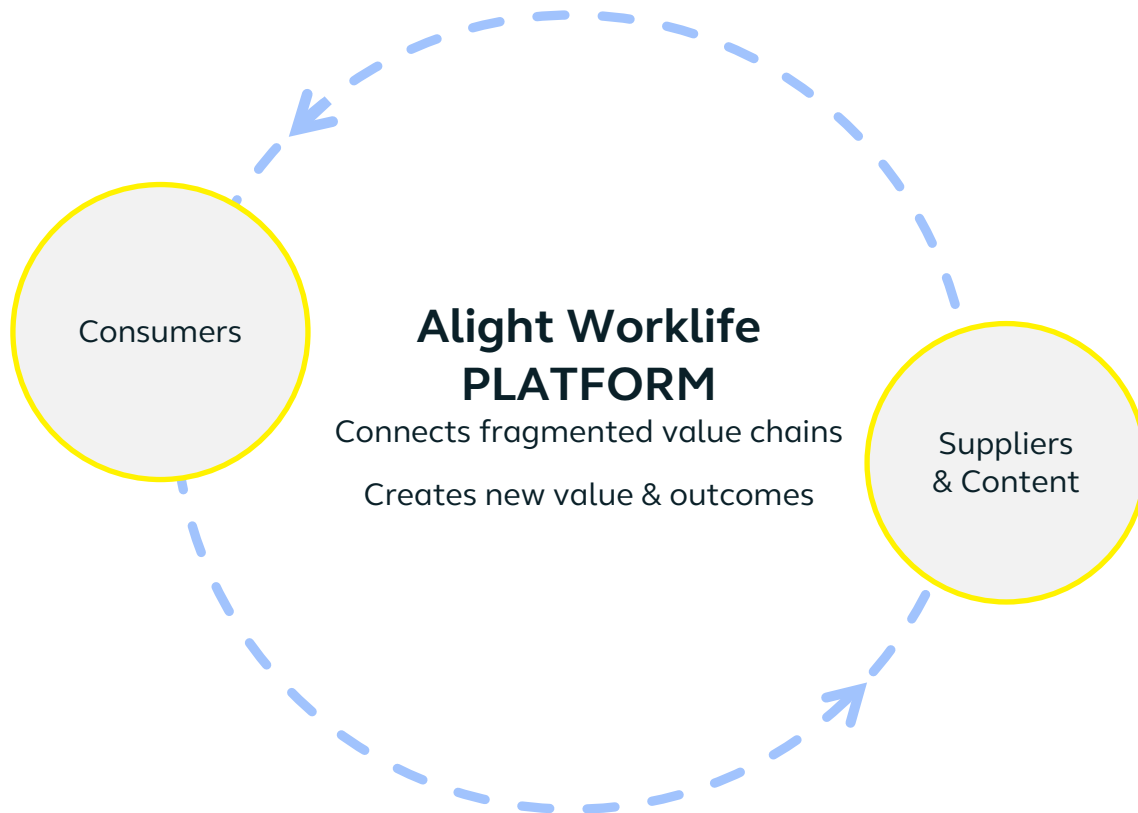
Successful platforms are...

Intelligent

Open

Opinionated

Connected

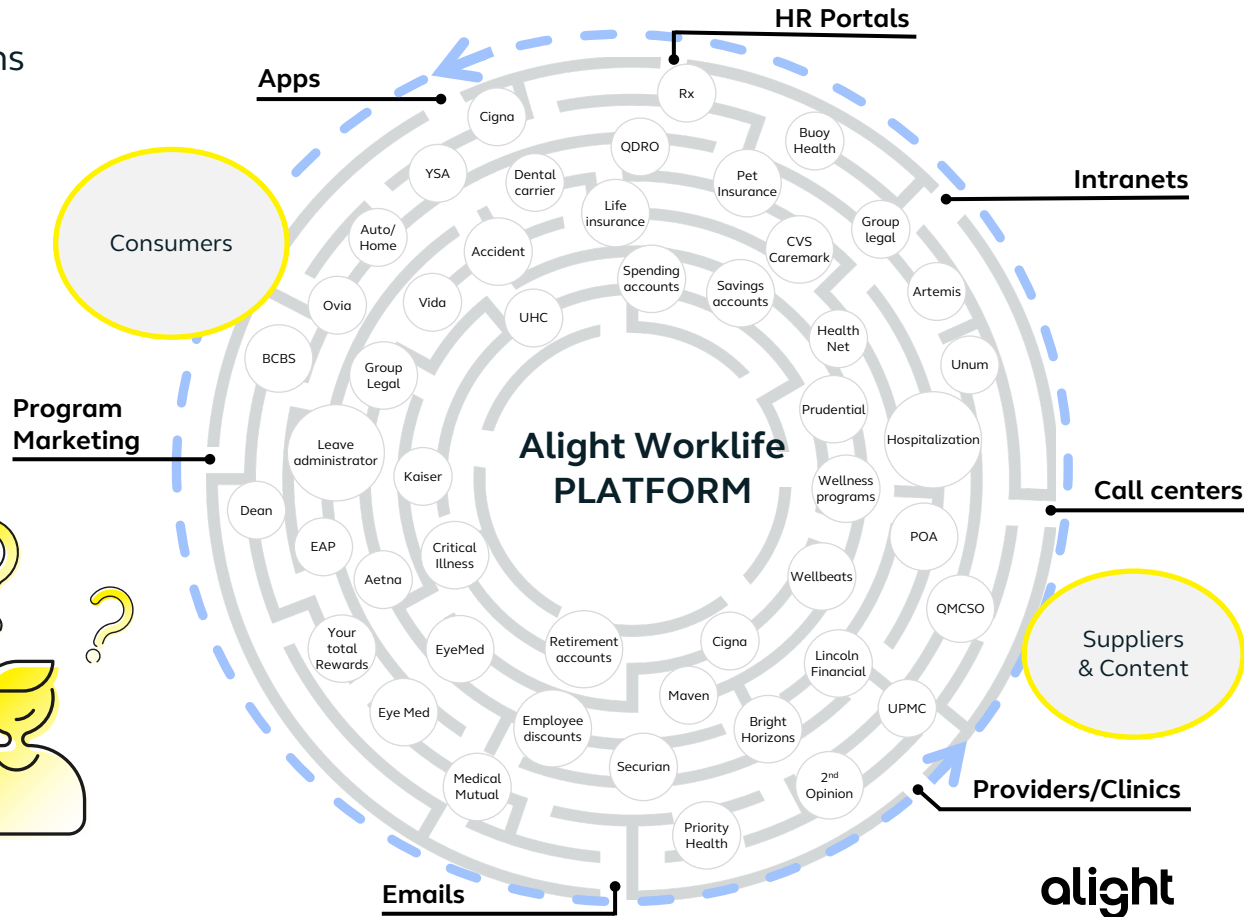


Alight Worklife

- Connects fragmented value chains
- Creates new value & outcomes

Resources are increasingly disconnected, underutilized and underappreciated.

The ecosystem to address wellbeing needs is rapidly expanding...



SECURE YOUR FUTURE

Alight Platform Architecture



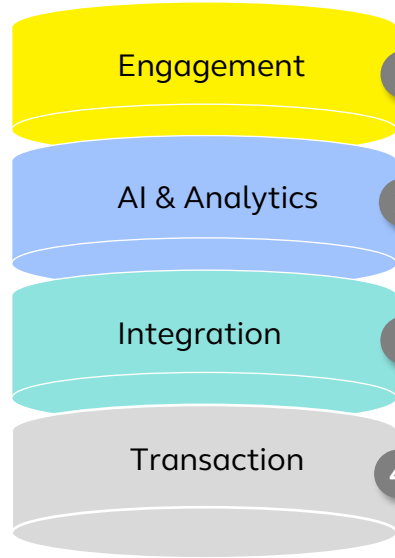
Open: Alight Platform Architecture

Our technology is enabled by custom assets, industry frameworks and standard tools

Key enabling technologies



We continuously review our stack for opportunities to optimize, partner and innovate



Integrated delivery

Customer experience and engagement

- Seamless, frictionless interactions
- Single point of contact to access full suite of services

Analytics and AI

- Visibility into multiple information sources
- Personalized and predictive, leveraging human and artificial intelligence
- Ability to provide industry insights and benchmarking
- Turn insights into action

Integration

- Ability to integrate to external applications
- Access to external data to drive integrated insights
- Access to data via real-time API

Transaction engine

- Optimization and automation
- Highly configurable
- Changing behavior to improve costs and outcomes

Intelligent: AI and Data Insights Layer – Proven path to best outcomes

Leveraging our unique access to key data and knowledge across health, wealth and work to deliver value to clients, consumers, partners

3000+ Clients
across the world

~2 Petabytes of wealth,
health, work data

400+ Data, AI and
Analytics resources

Deep domain knowledge
across 188 Countries

Serving ~40 Million
Individuals

AI for Sponsors

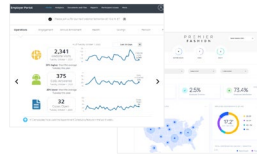
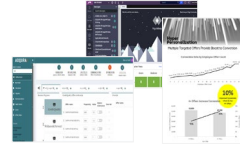
Our AI driven analytics and automation solutions enable our clients / employers to reduce risks and optimize costs

AI for Users

Our participant focused AI solutions drive personalized calls to action in moments that matter to improve experience

Automation Solutions for our clients and us

Our automation solutions enable us and our clients to improve value through quality and efficiencies



Solutions that drive value and optimization across:

Improving
Employee
Experience

Enabling
Smart
Decisions

Optimizing
Total
Costs

To drive Client Value

1. Campaigns / Actions / Automation (business outcomes)
2. Predictions and Recommendations (actionable guidance)
3. Personalized Insights (behavior change)
4. BI and Decision Support Analytics (transparency)

Leverage the power of integrated health,
wealth, work data

Opinionated: Engagement Layer – Integrated Omni Channel Experiences

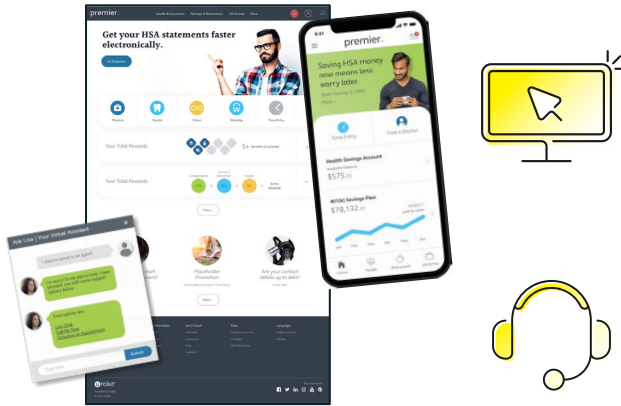
RESOLVES HR ECOSYSTEM
COMPLEXITY

STREAMLINES EMPLOYEE
EXPERIENCE

DRIVES HR
INVESTMENT ROI

LumenAI

Empowering businesses to focus on what matters – employee experience, satisfaction and retention – while containing costs



200MM+ customer interactions annually
~2,000 single sign-on connections
~9MM+ chatbot Interactions since launch (2017)
33MM+ customer service calls annually (Phone + IVR)

Our integrated engagement platform

A single, strategic offering across HR continuum with options for targeted solutions for the tactical buyer

Personalized communications empowering outcomes

AI-driven omni-channel engagement to prioritize the right communications to right employees at right time delivering proven ROI for employers and partners

Robust partner ecosystem

Ability to integrate easily with 350+ outside platforms and partner networks based on unique population needs of employers

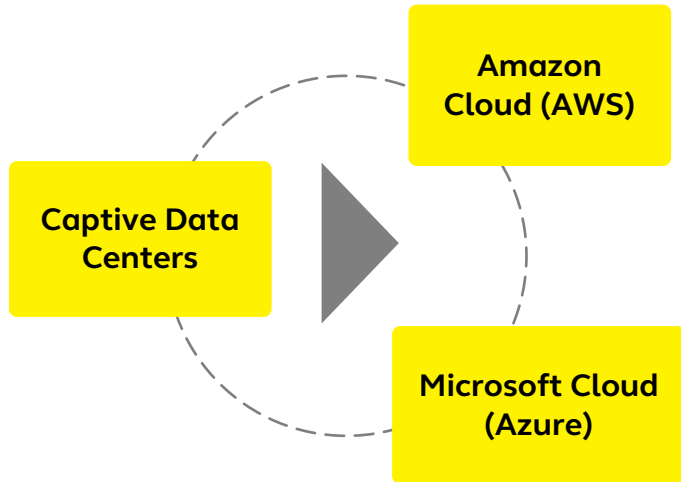
Connected: Cloud first strategy for friction-free innovation

EXTREME AVAILABILITY

RAPID PROTOTYPING

GLOBAL
FOOTPRINT

BEST-IN-CLASS
CAPABILITIES



Past – Hybrid Cloud

We have presence across our captive data centers and cloud partners (AWS and Azure)

In Progress (2020/2021) – Cloud First

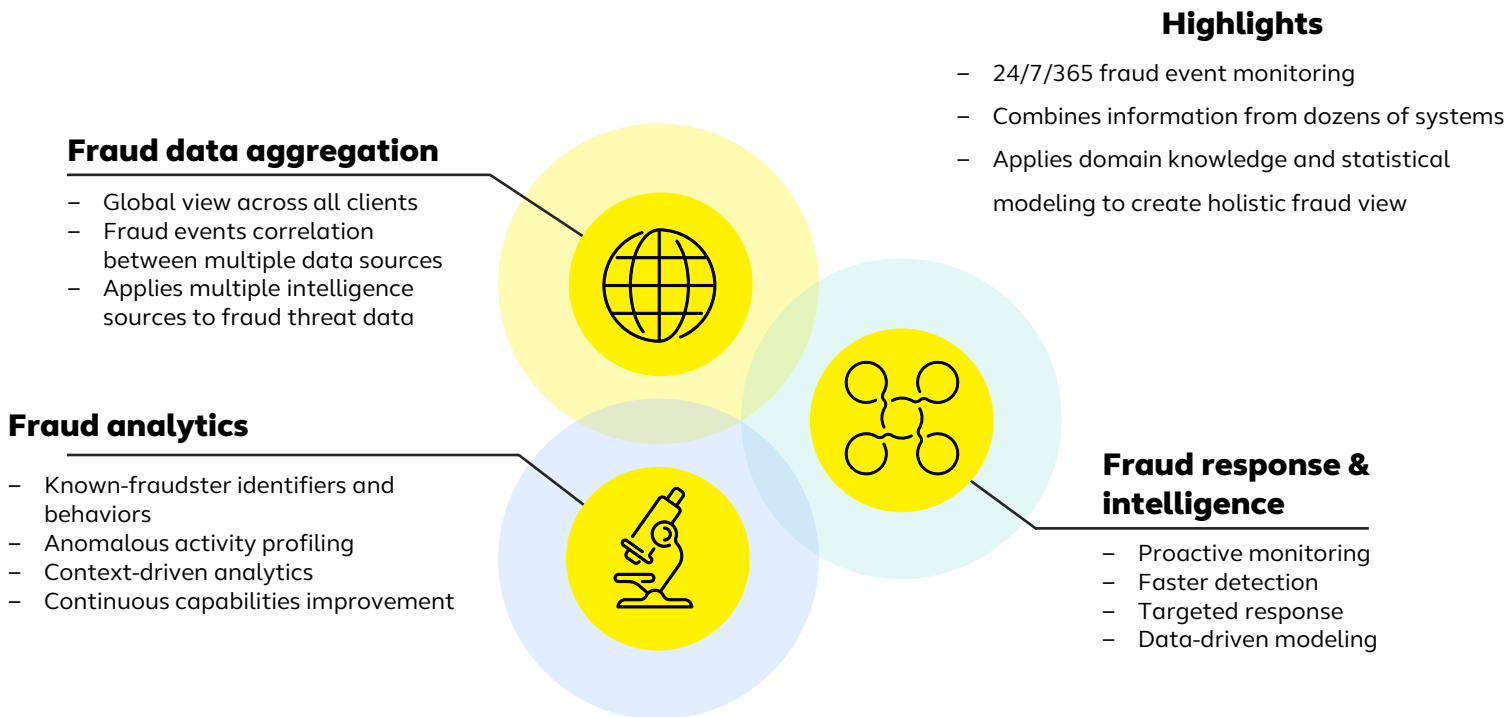
Enable even faster iterations via LumenAI to drive better employee and employer outcomes.

Future – Native Cloud Ecosystem

Leverage expanding portfolio of cloud native services and network of partners giving employees 360-degree integrated lifetime planning.

Security Data Hub

Advanced fraud analytics and response

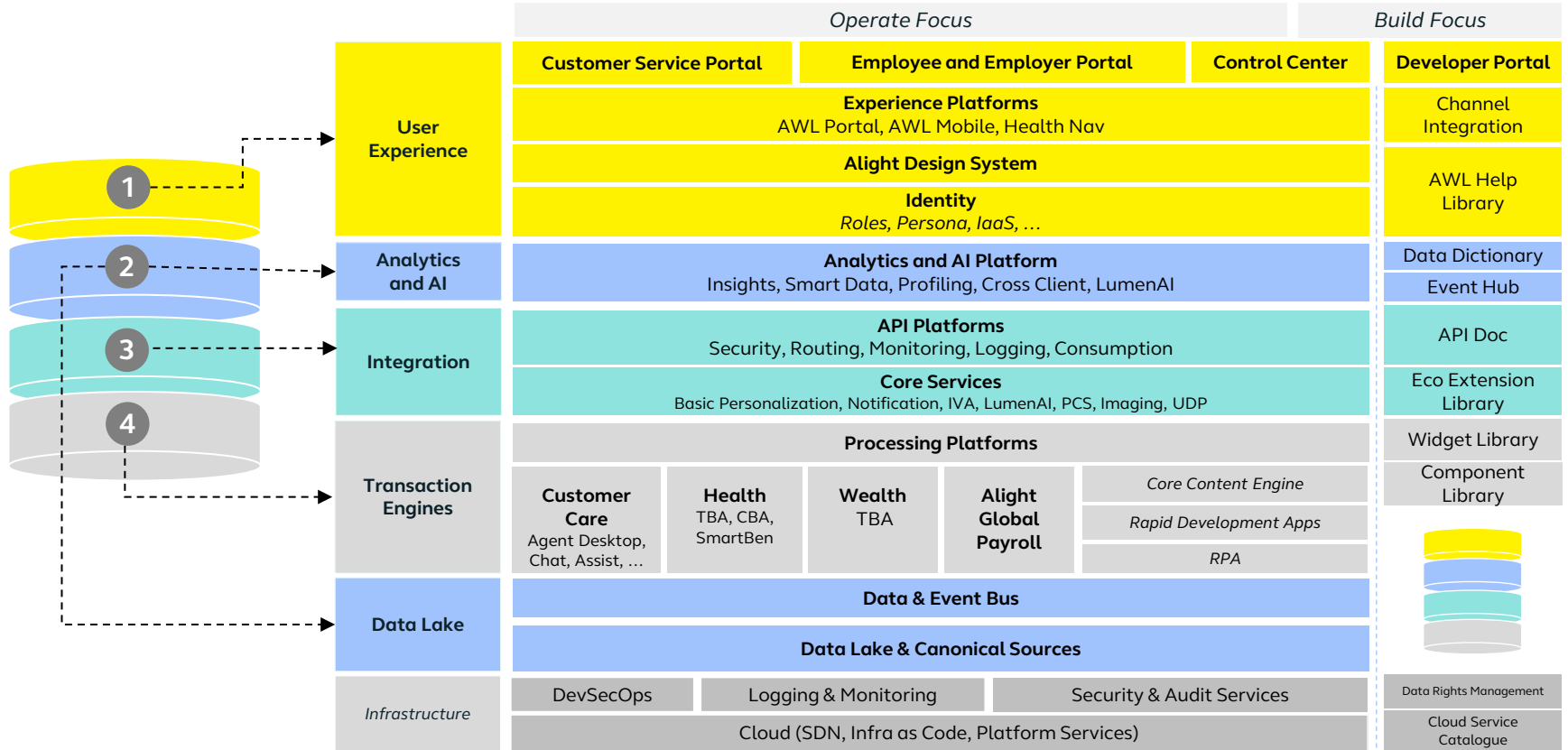


SECURE YOUR FUTURE WITH ALIGHT

APPENDIX



Alight WorkLife® Platform - Reference Architecture



Your security = Our security

BitSight® Security Benchmarking

- Alight is currently rated **#1** among over **50,000 companies** in the technology, benefits, and financial services industries by BitSight.¹
- BitSight aggregates public and purchased data on security incidents and practices to generate objective, quantitative measurements of security performance via ratings ranging from:

Advanced: 900–740

Intermediate: 740–640

Basic: 640–250

alight

BitSight Security Rating

810

ADVANCED

