

From Failed AI Pilot to Enterprise-Wide Intelligence Platform

How Neoware Displaced an Incumbent Vendor and Built the Intelligence Backbone for a Leading US Benefits Administrator



CLIENT OVERVIEW

A leading benefits administration company supports hundreds of thousands of employees across major US employers, delivering health, retirement, and wellness benefits at enterprise scale. Backed by a global private equity firm, the organization runs its operations on a proprietary benefits administration platform and has been pursuing an ambitious AI transformation agenda spanning employees, client managers, and internal operations teams — an agenda now being delivered in partnership with Neoware.



INDUSTRY

Benefits Administration
Employee Benefits Technology



BUSINESS CHALLENGE

In mid-2025, the organization set out to modernize with a roadmap of 18 distinct AI use cases and initially contracted with an incumbent vendor to lead the build. However, the initiative stalled, leaving the organization carrying the cost of ambition without the expected return.



Participants engaged with the platform only once a year — Absence of continuous intelligence.



No real-time enrollment intelligence existed for HR managers during open enrollment.



An incumbent vendor had consumed two full quarters and a multi-million-dollar budget without delivering anything beyond proofs of concept and pilots — no production-grade platform, no measurable outcome.



Manual document verification (birth, marriage certificates) was slow, error-prone, and costly.



Momentum on the 18-use-case AI roadmap had stalled enterprise-wide.



The Result:

Disengaged participants, a deeply underutilised platform, mounting pressure to deliver, and a leadership team no longer willing to fund another round of pilots and a growing gap between what employees need and what they get.



TECHNOLOGY STACK



HashiCorp
Terraform



React



chakra



databricks



THE SOLUTION

In February 2026, the organization returned to Neoware to revive the proposal Neoware had put forward on the original Databricks-based approach — this time as an independently architected and delivered engagement, not a subcontracted proof of concept.



For **Business**

A single Databricks Intelligence Platform to serve as the data backbone beneath all 18 planned AI use cases, replacing a stalled, vendor-led pilot with a working, cost effective, production-grade build.



For **Operations & Client Mgmt**

A Medallion architecture on Databricks bringing the core benefits administration system's data and other third-party data into a governed, analytics-ready structure, with standard and ad hoc reporting available from first release.



For **AI Roadmap**

AskNeo- Neoware's intelligence front door to the organization's world of data, Built on Databricks, provides secured, governed natural language access to enterprise data, laying the scalable foundation for the remaining 18 use cases to be built on solid ground.

THE BUSINESS OUTCOMES



Incumbent Vendor Displaced in Weeks, Not Quarters

Full competitive displacement. Neoware delivered on Databricks what two quarters of a far more expensive prior engagement could not.



18 AI Use Cases back on track

An enterprise-wide AI roadmap that had stalled is now progressing on a foundation built to scale - governed, production-grade data foundation.



Release 1 Delivered On Schedule

Data backbone from the core benefits administration system live through Medallion architecture by June 2026.



Independently Architected & Delivered

Neoware owned the design and delivery end-to-end after the organization returned following the Incumbent's stalled engagement.



GenAI Deployed From Day One

AskNeo live on Databricks, giving business users natural-language access to insights across the platform from the outset.



WHY NEOWARE



Neoware helps enterprises turn stalled or underdelivered AI initiatives into working, governed intelligence platforms, replacing proof-of-concept fatigue with a Databricks-native foundation that scales from first release to full AI roadmap, with AskNeo built in from day one as the intelligence front door to your world of data with natural-language access to insights.

ABOUT NEOWARE

Neoware is a specialist Data to Intelligence solutions provider combining consulting, data engineering, GenAI, AI/ML, BI and Data Privacy, Compliance, & Governance expertise with proprietary accelerators to deliver measurable business outcomes. Recognized as a Top 30 AWS Data-Driven Everything Partner and a Seasoned Vendor in AIM Research's PeMa Quadrant for both [Top Data Engineering Service Providers](#) and [Top Generative AI Service Providers](#), with leadership recognized among the [Next 15 AI CEOs in America 2026](#).