

Reliance Matrix introduces *Text Back* technology to its event-driven, omni-channel claim management experience

PHOENIX, AZ – April 19, 2023 - Reliance Matrix, a leading provider of employee benefits solutions and technology enabled absence and productivity services, has launched new “Text Back” technology into its integrated claim experience across all solutions and services. This latest innovation allows employees to easily confirm or change their return-to-work status through text messaging, enhancing the employee experience and rapidly updating employee information across proprietary Matrix platforms as well as client HCM systems.

The return to work (RTW) process is one of the most important phases of any employee leave, for both the employee and the employer. As a best practice, Reliance Matrix absence management specialists proactively reach out 5 days prior to the employee’s scheduled return to confirm the date and other important information. Historically this important touchpoint took the form of a phone call and, as such, was subject to delays from missed calls and voicemail.

“Our clients confirm *Text Back* is a quantum leap forward in service and accuracy” said Mark Marsters, President of Matrix Absence Management and Chief Operating Officer of Reliance Matrix. “In research jointly conducted with some of our largest employer clients, we confirmed what I think we can all agree on: Few of us are willing to answer a call from an unidentified number on our mobile phone. The resulting communication delay actually grows and expands, like ripples in a pond, resulting in data gaps and even missed deadlines.”

“Our new *Text Back* feature resolves that issue, making it safe and intuitive for the employee to provide necessary information in real time,” Marsters said. “That data is then immediately available to managers and HR teams so that vital staffing decisions can be made accordingly.”

With *Text Back*, employees can quickly confirm their return to work date, and indicate whether they are returning full time and full duty, by responding to a simple text inquiry. Once confirmed, all integrated systems are updated so employers stay informed real-time on the status of their workforce. Reliance Matrix’s patented workforce productivity tool, Absence Radar®, conveys this information to line managers through just-in-time notifications as well as a unique calendar interface.

Paired with Matrixlink®, the company’s proprietary data integration product, this time-sensitive data is then shared seamlessly with each employer’s Human Capital Management (HCM) system.

Visit www.RelianceMatrix.com for more information.



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About [Reliance Matrix](#)

Reliance Matrix delivers employee benefit, absence management and workforce productivity solutions through the financial stability of a top-rated insurance carrier, the proven innovation of an absence TPA, and the daily commitment of thousands of team members across America. Where larger competitors offer size, we inspire confidence and long-term engagement through integration, reliability, and dedication to providing customized solutions.

Born in 1907, Reliance Standard Life Insurance Company is a leading provider of employee benefits, absence management and retirement savings solutions. Matrix Absence Management traces its roots to Silicon Valley at the dawn of the tech boom. Seamless and secure, we innovate and deliver products and programs to help individuals, employers, brokers, and fiduciaries protect and nurture those most important to them.

Reliance Matrix is a member of the Tokio Marine Group. Tokio Marine Holdings, Inc., the ultimate holding company of the Tokio Marine Group, is incorporated in Japan and is listed on the Tokyo Stock Exchange. The Tokio Marine Group operates in the property and casualty insurance, reinsurance, and life insurance sectors globally. The Group's main operating subsidiary, Tokio Marine & Nichido Fire (TMNF), was founded in 1879 and is the oldest and leading property and casualty insurer in Japan.



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