

**Case Study:**

Santeon eBenefits Network helps Company save time and money by automating online employee enrollment information with its benefits carriers.

Challenge:

A company with more than 400 employees was challenged to keep all their employee enrollment information up to date with four different benefit carriers. Although the company was using a leading HRMS as the system of record, they did not have the HR staff to also manually enter their employee adds, drops and changes into four different benefit carrier systems, and so the updates were always behind. The result was expensive enrollment errors and even more time being required by HR to conduct frequent enrollment reconciliations and handle retro-active billing adjustments with the carriers. The company had a small IT department that was not able to produce compliant electronic input files for each carrier and plan. What the company needed was an efficient way to accurately communicate the employee benefit enrollment information from the HRMS to all the carriers and keep it up to date.

Solution:

The Santeon eBenefits Network (eBN) provided the perfect solution for all the challenges that the company faced:

- eBN is an automated web-based solution that securely exchanges enrollment data between the employer's HRMS and all of the benefits carriers in the carrier-preferred data formats.
- eBN automatically schedules recurring data feeds to ensure that all updates are accurately and timely communicated to the carriers.
- eBN works with the benefit carriers on behalf of the employer, handling all of the carrier communication, scheduling, testing and tracking.

Impact:

With the Santeon eBenefits Network, the company's IT department estimated that it has avoided about 500 staff hours per year to build and maintain data feeds with the carriers. The HR staff is now saving over 150 hours per year by no longer having to enter employee data manually into the multiple carrier systems. The company is also now realizing hard cost savings due to the enrollment updates being on time and the elimination of errors that occurred previously from the manual updates. According to the Company, "the Santeon eBN was exactly what we needed."

About Santeon:

Santeon is a business process management company that enables organizations to optimize performance and maximize revenues through managed processes- solving complex business process, compliance and integration challenges from both a system integration and a human process perspective. For more information: visit our website: www.santeon.com. Call us on: 1-800-788-5187.