

CASE STUDY THEME:

58 day successful takeover from competitor ben-admin.

Industry: Auto Parts Manufacturer

of Employees: 14,000

BUSINESS CHALLENGE

- Flex N Gate (FNG) was on a competitor ben-admin system that was carrier-owned, and being quickly phased out. The client, broker and carrier needed to carefully transition to a robust platform that could accommodate the multitude of benefit and union complexities in a compressed timeframe – and with zero employee or client disruption.
- FNG has only one HR / Benefits professional to manage all 14,000 employees and field offices. Most of the 78 locations have facility managers that multitask to cover HR and Benefits functions. 60 of them process their own incoming WBD payroll files and require their own bills, cost center reports and other employee reports specific to their part of the FNG organization. This requires extensive coordination and constant training and field communications to keep everyone on the same page.

SOLUTION DELIVERED

- Despite these challenges, WBD was able to gain client trust, offer a better technology platform and service package, and complete implementation in 58 days from start to finish!
- The biggest challenge was integrating with multiple versions of ADP platform across various pay groups and divisions. Today, we currently manage 250 outgoing payroll feeds each month.
- WBD established an ongoing process to coordinate and train multiple FNG field benefit managers so they could effectively manage and serve their employee base and help them with payroll connectivity questions.

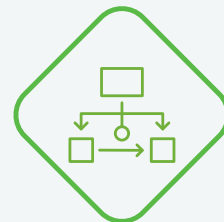
IMPACT CREATED



14,000 employees enrolled with zero disruption



WBD tracked and reported **28** FEIN's for ACA purposes



WBD processes **250** ADP payroll feeds each month