

## CASE STUDY THEME:

This was clients 4th ben-admin solution and had to be his last. Zero room for error and massive data clean up effort to launch and go live in compressed timeframe.

Industry: Technical Staffing Company

# of Employees: 1,500

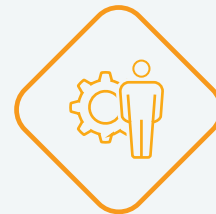
### BUSINESS CHALLENGE

- Client has complex reporting needs and high turnover population and contract employees that move from project to project, requiring highly specific eligibility logic application. Prior to WBD, client had been through 3 other ben-admin solutions, all with failed attempts to manage business challenges.
- Most visibly, there were serious problems with payroll file integration resulting in incorrect payroll deductions and constant issues.
- In addition, the inability to manage eligibility resulted in carrier feed issues and claim / service problems when members accessed care.
- Client has undergone multiple organizational changes, divestitures, carrier changes and broker changes

### SOLUTION DELIVERED

- WBD provides supersite, ben-admin, COBRA, ACA, Evidence of Insurability management, Call Center, qualifying events, dependent documentation and customized billing services.
- WBD was able to implement quickly and seamlessly integrate with their payroll system.
- All carrier feeds were live in less than 5 weeks.
- WBD effectively manages ACA reporting and is able to accommodate employees that move from one FEIN to another as they work on multiple short-term projects.
- WBD provides monthly billing and reconciliation services to apply benefits cost (by carrier and line of coverage) into complex client internal reporting structure
- In essence, WBD has provided reliability and stability in the midst of constant changes. We are partners – and have tremendous mutual respect for each other.

### IMPACT CREATED



**10** EDI integrations with carrier and payroll connectivity



Monthly billing reconciliation for **16** divisions across **6** carriers



**13** carrier changes resulting in successful file feed reconfiguration