

CASE STUDY THEME:

WBD won case as a take-over from national competitor who was unable to launch carrier file feeds or complete payroll integration during 14 months of failed implementation. WBD was able to install and deploy within 45 days.

Industry: Hotels and Resorts

of Employees: 7,300

BUSINESS CHALLENGE

- Client operates 104 properties that are mostly high end resorts. They employ approximately 3,000 full time employees and 4,300 seasonal and part time employees across the country. The workforce is comprised of mostly hourly workers who frequently move from one property to another based on seasonal demands and turnover.
- One important component of client structure is the need to see employee costs by location each month. As such, client had highly complex carrier structures whereby they were attempting to capture the net and gross costs by line of coverage, by carrier (separating out active and COBRA) across 104 properties. This created a tremendous administrative and financial challenge, and it greatly attributed to previous carrier inability to launch file feeds within an ever-changing workforce.

SOLUTION DELIVERED

- WBD was able to implement successfully in 45 days – including carrier files and payroll connectivity.
- Prior to WBD, broker and client visited all 104 properties each year to manage open enrollment meetings. WBD was able to record videos, use telephonic enrollment, and drive people to the website and enrollment system to achieve full mandatory enrollment for all employees without having to continue face to face meetings.
- WBD provides full ACA variable hours tracking and 1094 / 1095 reporting services to client, thus drastically reducing previous manual processing and time-consuming self-reporting, and eliminating compliance concerns.

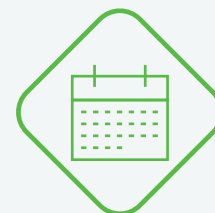
IMPACT CREATED



WBD manages
ACA reporting for
51 FEIN's



104 locations with
full time and
seasonal employees



WBD to implement
and launch file feeds
in only **45** days