How a Manufacturer Saved a Solid 800 Hours Annually on Open Enrollment

20 branches reduced administrative burden

1.5 fewer months spent on open enrollment

6 weeks of COBRA administration saved each year

Before using Paycom, a manufacturing company with over 800 employees and 20 branch locations was overwhelmed by the sheer volume of work required to process benefits, especially in open enrollment and sending COBRA notices. After just over a year with Paycom, HR professionals across the company see time savings, thanks to automation and streamlined processes.

PROBLEM

Before Paycom, open enrollment was an arduous process that spanned two and a half months. The company's benefits broker would send packets to the HR team at headquarters, whose members would ship these packets to each local office. An HR professional at each branch would help employees enroll and maintain a list of their acknowledgments, which would be sent back with completed enrollment forms to headquarters. Then, HR professionals had to enter the updated information into two separate databases to ensure the changes were applied.

COBRA notification was another time-consuming process. The HR manager responsible for compensation and benefits would spend one full day each week updating the letter template for that week's terminated employees, stuffing envelopes with information about life insurance, long-term disability and more – and taking the proof-of-mail book to the post office to make manual record of the notices sent, for compliance purposes. That totaled four days each month the HR manager couldn't spend on other work.

"Making all those copies, uploading all those templates, going to the post office and all that crazy stuff – we don't have to do any of that anymore."

![Paycom logo]

SOLUTION

After making the move to Paycom, this company enjoys a significantly shortened open enrollment process: now just one month. The benefits broker sends information in an electronic format that the HR team at headquarters shares with the workforce through Employee Self-Service. Within the same tool, employees can review benefits documents and make necessary changes.

A simple checklist within Paycom allows employees to acknowledge receipt of enrollment information, making it easy for HR to ensure. Batch approval speeds the enrollment process, with all open enrollment information automatically synced throughout the application, including the Payroll and Benefits to Carrier tools. "I've had to enter open enrollments – all of it – before," the HR manager shared, "and I can tell you it's much easier to just push everybody through when the plans get rolled over."

The COBRA notification process has seen significant reduction in time and complexity as well. By utilizing Paycom's COBRA Administration, this manufacturer can rest assured that the notices go out automatically and accurately. In fact, the HR manager has saved 20 hours a month through this tool, resulting in six weeks regained each year.

RESULTS

With newfound savings, this HR department has been able to focus time and energy on high-priority strategies, like a performance management initiative. This year, HR is focused on reducing turnover and going paperless.

"That's what we really appreciate about Paycom: the paperless aspect of it," noted the HR manager. That momentum will allow the HR team at headquarters to better serve the branches of this manufacturing company instead of generating and chasing physical forms.

"That's our next initiative: being more of a resource to the branches, rather than managing the paper."

This case study reflects actual data and results from a Paycom client. Because of our commitment to protecting the identity of our clients, we do not share their name publicly. However, we have many happy clients eager to share their story with you when you're ready to meet with one of our Paycom representatives.

COMPANYWIDE OPEN ENROLLMENT EFFICIENCY

40 HRS SAVED PER HR PRO **X** **1** HR PRO PER BRANCH **X** **20** BRANCHES **=** **800** HOURS SAVED ANNUALLY

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