

Kintera Saves Substantial Time and Money by Implementing a Paperless Open Enrollment Process that Electronically Connects to Benefit Carriers



Kintera®, Inc., is a nation-wide “Software for Service” company that helps non-profit and government organizations quickly and easily reach more people, raise more money and run more efficiently. Kintera’s core applications feature a social constituent relationship management (CRM) system, enabling donor management, e-mail and communications, Web sites, events, advocacy programs, wealth screening and accounting. In 2007, Kintera was one of fifteen companies selected as a California Innovation Award recipient from the California Innovation Corridor.

Kintera suffers crushing workload with manual processes and inaccurate data

For years, Kintera had been manually managing benefits through a paper-based open enrollment process. According to Trish Templeton, Kintera’s senior HR Manager, “Employees would complete enrollment paperwork for each benefit carrier and then one of our benefits administrators would log on to each carrier Web site and enter the new employee benefits, changes and terminations. This resulted in multiple mistakes due to the volume of data that needed to be entered into each of the sites.”

As Kintera grew to more than 250 employees, this became a tedious and costly process. In addition, countless hours were spent manually gathering information for head count and departmental reports, creating organizational charts and looking up basic employee information. Accurately performing benefit reconciliation was nearly impossible. These frustrations prompted Human Resources to research human resources management systems (HRMS).

Human Resources looked for an HRMS that would solve these pain points and also have the ability to create advanced reports, automatically populate

organizational charts based on the information in the database, connect to their payroll program, track and store data changes, create custom tabs and fields and offer additional modules that would track data such as applicants.

Ascentis HR enables Kintera to automate open enrollment and employee communication

After reviewing several HRMS options, Human Resources purchased Ascentis HR. Ascentis HR automates HR workflow processes to enable HR departments to improve management of employee compensation and benefits ranging from personal data, benefits, compensation plans and modeling, leave/vacation, COBRA, OSHA compliance and more.

Templeton commented, “Ascentis HR enabled our employees to enter their own open enrollment information through Ascentis HR’s online self-service module, which then automatically sent the enrollment information to our benefit providers through Ascentis’ electronic Carrier Connect service. In addition, the Employee Correspondence Wizard allowed us to merge letters, documents and create mass e-mails to all employees.”

She continued, “Ascentis HR is the best tool an HR professional could ever ask for because it’s so easy to use. You can create multiple letter templates (Promotion,

Job Changes, Merit, Bonus, Employment Verification) that you can quickly and accurately merge with active, current employee

data. It is fast and allows us to maintain accuracy and efficiency within the department.”



“We save approximately one hour of work per employee using HROffice Carrier Connect versus our old paper enrollment and manual data entry process.”

Trish Templeton
Kintera Sr. HR Manager

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Kintera hits the ground running with easy set-up and deployment from Ascentis

In addition to the fact that Ascentis HR supplied everything Kintera was looking for, the implementation process made the transition virtually effortless. "The Ascentis implementation consultant came to our office and walked us through the entire process with an agenda and plan in hand. All we had to do was have our data ready in a spreadsheet to import into Ascentis HR. Ascentis did all the importing and set-up, and then trained us on how to navigate the system. We were accessing employee data the day after it was imported," stated Templeton. Two weeks after Kintera implemented the Ascentis Employee Self-Service module, the company went through their first online benefits open enrollment period. "It was a successful enrollment and we were able to immediately run reports of all the changes to give to the carriers. It saved us many hours of unnecessary paperwork, e-mails and phone calls. We LOVE it!"

Ascentis connects Kintera electronically to carriers, creating a seamless and paperless open enrollment

After Kintera had everything set up in Ascentis HR, Ascentis began building and implementing the electronic connections to their benefit carriers. Templeton describes the Ascentis Carrier Connect implementation for Guardian and VSP as "fast and painless." All coding is done by Ascentis and e-mails with the status of each connection are sent to main Ascentis HR users on a regular basis. Templeton was particularly impressed with the responsive customer service she received from Ascentis. "I worked with the same individual on all of my connections and so I was able to build a good working relationship. I could call or e-mail and always get a response within 24 hours," she said.

Carrier Connect has completely eliminated the need for Kintera to use enrollment forms for new hires and open enrollment. Employees can now enroll for their benefits online using Ascentis Employee Self-Service and then their elections are electronically sent to the carriers. Kintera's HR staff no longer manually enters information on their carrier Web sites.

Templeton said, "Now we know the data entered into Ascentis HR matches the carrier Web sites exactly. In addition, we are able to reconcile our benefit data from our payroll program, ADP PC Payroll for Windows®. With the data entered into the benefits system, we eradicated several errors made in the past. Now, all data in our systems match 100%. We save approximately one hour of work per employee using Carrier Connect versus our old paper enrollment and manual data entry process."

Ascentis HR enables Kintera to save money and increase time for strategic activities

By being able to automate day-to-day HR processes with Ascentis HR, Kintera has cut their completion time in half, thus allowing them to devote more time to strategic issues and decrease head count in the HR department.

"Ascentis HR has increased our reporting capabilities, reduced our exposure to liability, streamlined our new hire processes and employee orientations, and has created less intrusive open enrollment periods. With Ascentis Carrier Connect, we enjoy more accurate, easier and faster reconciliation of carrier invoices. All of these factors combine to provide better service to our employees and increase employee satisfaction,"

For more information about Ascentis HR and payroll solutions, call 1.800.229.2713, visit www.Ascentis.com, or e-mail info@ascentis.com.