

HRMS System Helps Growing Company Increase Efficiencies

HROffice helps MedPlans streamline information management to create corporate personnel file



A leading provider of claims support services, the mission of MedPlans Partners is to provide meaningful, positive experiences through the effective stewardship of people, growth and the ability to adapt. The company stays true to its mission by capitalizing on the latest communications technology, hiring the best and brightest people in the claims processing industry, and keeping those employees happy. The results speak volumes as the company has seen the phenomenal growth from 11 employees in 1993 to 160 employees in two locations in 2001.

However, the challenge facing companies growing at such a rapid clip also was facing MedPlans: ensuring that the corporate infrastructure can accommodate growth while keeping systems running smoothly. MedPlans' HR department immediately felt the impact of trying to manage employee data for a rapidly expanding workforce and quickly

realized their existing paper-based method of managing employee data would not enable them to keep pace with this growth.

"We had a paper-based system prior to implementing HROffice," said Anna Groner, human resource manager at MedPlans. "We used spreadsheets and relied on employee files to dig up information we needed. It was challenging enough when we had 11 employees, but we could see that we would quickly be expanding."

Deborah Needleman, MedPlans' vice president of organizational development, agreed. "As we grew, we knew we needed a system to manage information in a more effective manner than allowed by the paper-based files. When the company expanded to multiple locations a few years ago, having a centralized HRMS that can be accessed by all locations is key to having up-to-date information at any given time."

As Groner began her search for a human resource management system, MedPlans' CEO Sid Miner had heard about a product from Ascentis Software called HROffice, which was designed to meet the needs of small to medium sized companies. Miner recognized the

need for an HRMS system and feels that HROffice has lived up to the expectations he envisioned. After careful examination of the product, Groner saw that this would be the answer to their needs.

HROffice is an HRMS system that allows companies to track employee compensation and benefits ranging from personal data, benefits coverage, compensation history, COBRA, FMLA eligibility and maintenance, OSHA tracking and more. The system allows flexibility to customize features to meet each company's individual tracking needs. HROffice's custom reports feature allows users to generate information within minutes, saving days worth of work using manual report generation methods.

Centralized HR system, flexibility in plan offerings leads to administrative efficiency

Groner and Needleman have realized significant benefits since going live with HROffice, including a reduction in manual data entry.

"Data entry was so time consuming," said Needleman. "With HROffice's integration with programs like Excel,

we're looking at different ways to report and send that information without doing manual entry. We're also looking at the possibility of importing and exporting of information through HROffice's payroll link. We utilize the benefits set up and can put the benefits rates data into position for exporting that data to payroll as well. That way, we can ensure the proper amount is deducted from employees' paychecks."

Managers get quick, comprehensive access to employee data

Another goal for HROffice was to create a central location for all employee information so HR could quickly answer questions and look up information they needed. "The single most time-consuming job is researching information in response to employee questions about benefits coverage or other areas. Our goal for HROffice is to create an electronic corporate personnel file in which we can have quick and easy access to this type of information and more," said Needleman.

"For example, one area that's greatly benefited is our ability to better understand our organizational skill sets. Before, if we had a question about skills training, we had to go talk to every individual manager with our questions. Now, we have that information in one central location, which saves us a great deal of time. With the applicant manager, we can also track this information on every applicant. This helps us quickly locate applicants for various positions based on the skills required for the position."

Keli Idle, human resources manager at MedPlans' Louisville, Ky. location also likes the ease and benefits of using a centralized system. "HROffice is very intuitive and easy to learn," said Idle. "I also like the flexibility in the setup that allows us to meet our ever-changing needs."

"Our supervisors and managers love the fact that attendance data, compensation data, discipline notes, and performance review due dates are all available at the touch of a button," continued Needleman. "We tend to move our employees around among supervisors as workloads in various departments increase and decrease, and the use of HROffice eases the transition of information from one supervisor to the other."

"We are pleased with the system and how Ascentis continues to enhance the product to meet client needs," said Needleman. "HROffice meets the majority of our department needs and they are very open to any suggestions we submit for future enhancements."

"We recently upgraded to HROffice Enterprise and conducted training with our management team on how to use the attachment feature," added Needleman. "The management team is very excited about the fact that performance reviews, discipline documents, and time off request forms can now be attached to the employee file. This puts us one step

closer to our goal of reducing the paper transfer of information when employees are moved from one supervisor to another."

Variety of reports key in tracking information

Needleman appreciates the variety of reports HROffice can generate, which also contributes to substantial time savings.

"The reporting capabilities are key. Instead of going to a paper-based file, I can run a report to find out employee information," said Needleman. "For example, we created a skills section within HROffice. So, when we get a new client and a manager wants to know who has experience working with a specific claim payment system, we can quickly look the information up in the system. The flexibility and variety of reports we can generate to track information makes our jobs much more efficient. What used to take days now takes just minutes."

Overall, Needleman and Groner are very pleased with HROffice and what it's been able to do to improve their operations.

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