

# Providing Administrative Services to Reduce HR Workload

A central New Jersey marketing firm of with 84 employees, looking to hire several dozen more.

## Key Challenges

An MBA Account Executive was making a presentation to a new prospect when the business owner began to explain a growing concern. The company was acquiring a few substantial projects and was starting the process of hiring a few dozen additional employees. The extra staff combined with the onboarding process of so many employees would place a significant burden on the two human resource staff members. The owner was concerned that accuracy and timely completion of general HR work, including payroll, benefits, employee claim issues, COBRA and billing would be compromised and that additional HR staff might have to be hired.

## MBA Solution Presented

We presented our portfolio of services, which in addition to reviewing and shopping their plans included a benefit administration system with consolidated billing and COBRA services. Employers who leverage the MBA enrollment system can utilize platform functionality to maintain employee records, create and run HR data reports, and allow employees to enter life-event changes and new hire enrollments. Employees would have access to claims assistance and healthcare advocacy and an employee hotline would be established for any benefit questions. We provide our clients with proactive communication, keeping them informed through periodic on-site visits, a client portal, monthly newsletter, email notifications, webinars and on-demand videos.

## Measureable Results

The company made the decision to appoint MBA as their benefits consultant and our MBA Advisor immediately began implementing our services portfolio, providing instruction to both HR and the employee population through a variety of in-person and electronic communications. Our Implementation Specialist and support staff had everything in place and running smoothly within two months, allowing the hiring process to continue without impact to overall HR functions. The company was able to avoid hiring any additional HR staff.



By eliminating the need for additional HR staff and the reduction of administrative expenses through our technology and employee services, our solution saved the employer over \$150,000 in annual expenses.