

Why bswift?

Just ask Ellen Vebber, Director, Compensation, Benefits & HRIS, and Sharon Murphy, Manager, Work/Life Benefits at Children's Memorial Hospital in Chicago. CMH is one of the nation's leading pediatric hospitals with more than 5,000 employees.

Prior to implementing bswift, the HR staff at CMH had to manually load all benefits information into an Infinium HRIS system, which created a great risk of input errors. Although the health and dental enrollment information could be electronically transmitted to carriers, all other plan enrollment information (vision, FSA's, etc.) had to be compiled and sent in Excel spreadsheets. In addition, all benefit enrollment paperwork had to be filed in employee benefit files. So in 2003, CMH decided to shop for an online benefits enrollment and administration system. For Vebber, the key factors in choosing bswift were the ease-of-use for administrators and employees, reduction of paperwork, cost and in-house EDI department. "The other vendor we considered also had a user-friendly system, but all of the electronic vendor feeds were done by a sub-contractor. We felt we'd rather have a one-stop shop like bswift where there is more accountability."

In 2007, CMH installed a Lawson HRIS system but chose to stick with bswift for benefits administration rather than using Lawson's benefits module. "If we used Lawson", explains Vebber, "we'd be responsible for configuring the system and setting up our own data transmissions to the insurance carriers. bswift does it all for us. That's the work of a whole FTE or more." And at the end of the day, Vebber thinks this is the most valuable part of the equation.

"As much as we like all the bells and whistles on the user end, the most important piece is the back end – making sure our employees are covered.

With bswift, it's almost like I don't even know it's happening – it's like clock-work."

Another reason that CMH chose to stick with bswift is its easy 24/7 accessibility over the Internet. "With Lawson, our employees would have to be in the office, on our network, to access their benefits," says Vebber. "We always stress the importance of making family members part of the benefits decision making process, so it's important that they can access the system from home. Plus, we prefer that they not spend half their working day looking at benefit plans."

In addition, CMH finds bswift's reporting tools extremely useful. "I do all my billing reports on the bswift system," says Murphy. "It's much more user-friendly than the Lawson system." Murphy also uses the benefit eligibility reports and demographic reports to analyze plan usage and determine the best way to market benefit plans to employees.

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Customer service has also been a key factor in the CMH relationship with bswift. "We appreciate the responsiveness of the bswift team – their understanding, flexibility and willingness to take our feedback and incorporate it into the system," says Vebber. Adds Murphy: "When bswift rolls out its system upgrades, we look at the list and say 'that was our request, that's ours, that's ours.' A lot of vendors give you the lip service but they don't necessarily take your feedback into consideration for making changes to their systems."



Ellen Vebber

Director, Compensation, Benefits & HRIS at Children's Memorial Hospital

Industry:

Healthcare

Solutions:

HR/benefits software and services: bswift

HRIS/Payroll: Lawson

Why bswift?

- In-house EDI expertise and accountability
- User friendliness
- Customer service responsiveness
- "Anytime, anywhere" accessibility
- Reporting tools

bswift

HR and benefits made simple.