

Why bswift?

“bswift could have been twice the cost and we would have done it because it’s simply the best solution.”

Just ask Bernie Presutti, Vice President of Human Resources and Compliance for National Surgical Hospitals (NSH). This Chicago, Illinois based company was founded in 1999 and today operates 18 surgical hospitals and centers across the country with 1,400 employees. Prior to bswift, NSH relied on FedEx and faxing to administer the enrollment process. “We have so many people and so many benefits that the process had become exceptionally difficult to manage,” says Presutti. “There was about a 10% error rate. It was just a nightmare. We had the worst open enrollment ever last year.”

NSH began considering Web-based benefits enrollment systems starting with its ERP provider, PeopleSoft. “PeopleSoft does e-benefits as a secondary product,” says Presutti. “It’s not really customizable. If you want it tweaked, you pay an arm and a leg to get what you want.” He was also concerned about his employees’ ease of use. “I thought, if I’m not following this, then our employees aren’t going to be able to follow it either,” says Presutti.

In contrast, bswift was able to customize its solution to meet NSH’s unique needs, as well as coexist smoothly with the PeopleSoft system, says Presutti. The solution was also less expensive than PeopleSoft in the long run, and easier for employees to understand and use. In addition,

bswift’s real-time reports simplified NSH’s billing reconciliation process and eliminated the risk of overpaying carriers. “A couple of years ago, I asked my benefits person to go back and audit bills. By the time she was done, we’d found \$18,000 in overcharges,” says Presutti. “Now we run a billing report, total it up, and reconcile the bill in half an hour as opposed to a week. And I know it’s exactly right because it’s coming out of the bswift system.”

bswift also automates many of the post-enrollment administrative tasks that can easily fall through the cracks. “Because it’s a rules-based system, if an employee has a birthday or salary change, the system automatically updates costs and coverages for life and disability plans,” says Presutti. “We’re running self-bill so it’s critical that it be based on the most current information.” But the decision ultimately came down to one thing: best of breed. “When it comes to e-benefits, bswift lives them and breathes them and they have what we consider to be the best system,” says Presutti.

Remembering his 2004 open enrollment, Presutti notes, “That experience was about a 1 on a scale of 1 to 10. I can tell you that I’m at a 9 now. bswift could have been twice the cost and we would have done it because it’s simply the best solution.”

National Surgical Hospitals

INDUSTRY

Healthcare

SOLUTIONS

Benefits Enrollment & Administration: bswift

ERP: PeopleSoft

Payroll: ADP

WHY BSWIFT?

Customizable

Real-time reports

Rules-based system

Online employee benefits statements

Intuitive user interface

Competitive pricing

Rules-based system