



VTG VIRTUAL TECH GURUS

ESC ePortal Enables Digital Benefits
Enrollments, Expands Its Product
Offerings, For More Customer Acquisition

A CASE STUDY

CHALLENGES

Challenges

A major insurance brokerage firm wanted to:

- Expand its product offerings
- Reduce the amount of paper work
- Communicate effectively on Benefit Plan informations
- Enforce rules on plan eligibility to the individuals

The Insurance Brokerage Firm enlisted VTG as its long- time application management partner, to :

- Help reduce the cost of implementation
- Reduce lot of human effort

Background

Previously each employer administration team enrolled via many different mediums: paper, direct sign-ups on the insurance carrier's enrollment portal, and also employees were sent directly to the carrier to enroll.

Paper applications were returned to employer team. And the employer distributed to the carriers. Employer then entered deductions into payroll. Little to no communication was given to the employees. It was difficult to track, was a time consuming process, and had data inconsistency.



OUR APPROACH

VTG orchestrates a web based enrollment platform implementation through an agile methodology and end-to-end systems integration of development, testing, support and infrastructure services, and also helps to integrate with various third party onboarding vendors.

Partnering with VTG allowed the client to simplify the benefit enrollment process, by implementing a smooth, efficient enrollment system while providing full communication of the employee's benefit package.

VTG was able to meet the client needs of collecting, assisting and transmitting the employee's elections directly to the insurance carriers.

VTG also introduced an API Service for integrating in to various onboarding tools.

VTG did all of the heavy lifting, so the Employer HR team was able to handle more HR Tasks and less benefit-related tasks.

All New Hire Employees are fully entered and enrolled by the ESC team.



OUTCOMES

The employees received the personal touch that needed to communicate a major change in their benefit package.

The automated enrollment process by ESC is the front line to all benefit-related questions so the client was able to reallocate many of their HR resources from benefit-related activities to more productive HR activities.

Having one location for all benefit elections streamlined where HR goes to answer benefit questions.

Emailed every employee a benefit confirmation.

ESC introduced a new concept of medical plan with financial rules & IRS impacts.



For more information

Please contact your account manager or sales@virtualtechgurus.com

Virtual Tech Gurus, Inc.
5050 Quantum Drive, Suite 330
Dallas, Texas 75254 | 214.269.1314