

## Case Study: The City of Kalamazoo

### Eliminating paperwork and manual processes for a smooth OE

#### Overview

The City of Kalamazoo was introduced to PlanSource as a Kronos customer. They were looking forward to complete integration, as well as creating seamless organization of the various union groups and plans they offer as a public sector company. They had no previous benefits platform before, and were excited about a less manual, more automated process.

#### The City of Kalamazoo



**Industry:** Public Sector



**Employees:** 670



**Location:** Kalamazoo, Michigan



**Website:** [kalamazoo.org](http://kalamazoo.org)



How did our OE compare to last year? There's no comparison! I could literally sit here and watch as people were enrolling. There was no paper. There was no shuffling, no losing documents ... it was heaven!

– **Shelley Dusek**, Director of Human Resources, Labor Relations

## Challenge

- Difficult manual enrollment process due to different union groups offering different plans
- Disorganized open enrollment that lead to lost documents and data errors
- Manual new-hire data entry in 12-15 different sites and systems

## Solution

It was clear City of Kalamazoo needed a benefits administration system to help automate and organize the many union groups they work with. Launched on a tight 4-month timeline just in time for open enrollment, PlanSource was a “game-changer” – giving the Kalamazoo HR team greater efficiency and more time to dedicate to employee benefits education and communication.

- **Paperless Open Enrollment:** With PlanSource, there is no more shuffling of papers and manually keying in employee information. The open enrollment experience for HR was unprecedented; the PlanSource system prevented lost documents and saved them valuable time.
- **Improved Data Accuracy:** City of Kalamazoo is now able to rely on accurate, streamlined reporting. They can oversee open enrollment performance in real time, including who selected which plans, how many enrolled in an HSA and who still needs to complete their enrollment.
- **Employee Education:** Some of the biggest benefits HR saw were increases in employee understanding, participation and satisfaction with their benefits, thanks to embedded communication tools, educational videos and decision support right within the PlanSource benefits shopping experience.



## Results



1.5 hours of admin effort saved per new hire



4 weeks of HR time saved during open enrollment



Improved data accuracy in reporting



Increased employee participation and satisfaction