RealLife Benefits℠ helps ATMI find RealLife solutions for benefits administration

When ATMI, Inc. found itself in need of a comprehensive Web-based benefits management solution on extremely short notice, RewardsPlus delivered. Effective October 2004, ATMI was up and running with RealLife Benefits—an employee benefits communication and enrollment portal that features a comprehensive set of benefits administration tools and reports. RewardsPlus came through by meeting ATMI's requirements—from the overall need to the smallest detail—on a tight 90-day implementation timeframe.

After deciding to discontinue the relationship with its former benefits broker, ATMI had some bad news. The benefits portal, although run under a different company name, was linked to that broker. Both the broker and the portal vendor were going away.

ATMI provides specialty materials and materials packaging to the worldwide semiconductor industry. With open enrollment for ATMI's more than 500 employees only a few weeks away, they needed a solution fast.

"We had to find a new vendor quickly," stated ATMI's benefits analyst Cindy Fusco. "We were looking for a partnership with the new vendor who had an understanding about who we are—because in our fast-paced environment we needed a vendor who could be flexible like us."

ATMI also sought system improvements. While ATMI's human resources (HR) data input had been accurate in the past, the portal vendor's output had not been reliable. In addition, the vendor only communicated with ATMI's carriers every other week, and this caused difficulties with payroll synchronization and coverage dates. ATMI needed a seamless, flexible solution that provided ease-of-use and data consistency. The company found its answer in the RewardsPlus RealLife Benefits system. Their solution features an end-to-end, customized employee communication and enrollment portal, a host of benefits administration tools, a call center with telephone-based enrollment as well as a professional services team for continuous dedicated support.

"RewardsPlus jumped right in, talked to our carriers and found out what the needs were on all sides so everyone could work together," Fusco said. "The implementation team was superb. We had a project plan, we worked to that plan, and we had weekly meetings to target activities for completion."

The 90-day implementation went smoothly for both ATMI and RewardsPlus. Although RewardsPlus had to make rapid adjustments to accommodate a last-minute benefits change, ATMI's benefits enrollment started on time as planned.

The RealLife Benefits system connects ATMI and its benefits carriers—Aetna, Kaiser Permanente, Delta Dental and FlexAmerica—with an electronic secured database interface for real-time electronic communication. The system automatically sends files to and from the carriers weekly, ensuring payroll is always in sync with benefits. Years of experience
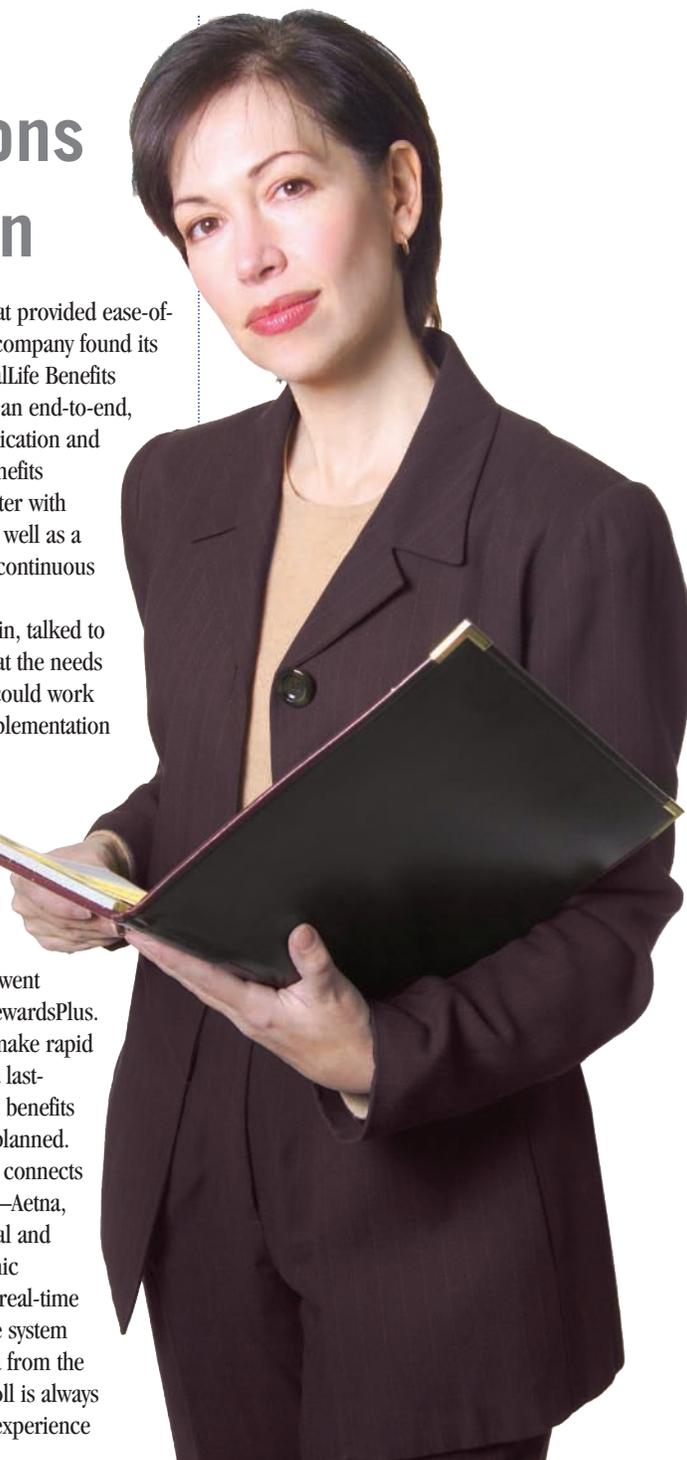
within the RewardsPlus organization make data interfaces a specialty.

"We don't have issues to resolve today," Fusco said. "The system is accurate, reliable, and we trust the data output. Open enrollment went extremely well—and my manager wondered why we weren't having problems because there were so many ongoing complications and lots of noise with our previous vendor."

Already accustomed to online enrollment, ATMI employees found the portal to be user-friendly and very intuitive. The RealLife Benefits menu-driven interface guided them through each step and provided the information required to complete enrollment tasks.

RewardsPlus runs and oversees the entire portal system and continuously offers new product features to assist its clients. Unlike many portal products that require information technology (IT) staff to monitor and update them, on any given day HR personnel can simply enter the RealLife Benefits system and begin working in real-time. For ATMI, there is no software to buy and upgrade, and no portal management burden. This helps ATMI save time and minimize IT support.

In addition to the portal itself, the RewardsPlus team assigned to ATMI makes it much easier for HR staff to do their jobs. The personal touch speaks volumes.

"One of the hot buttons for many of our clients is the need for professional services," said TJ Unger, client relationship manager for RewardsPlus. "We don't just implement a portal site and abandon the client. Each client has a dedicated support team to assist them on an ongoing basis. We monitor files and resolve difficulties immediately. We take employers out of the business of managing a large number of HR processes."

Fusco is pleased with the responsiveness demonstrated by RewardsPlus' support staff and the efficiency of the RealLife Benefits system. "I can't say enough about the RewardsPlus team. We go to RewardsPlus for any adjustments we need,"

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The RealLife Benefits administration tools simplify many benefits administration tasks and allow ATMI's HR staff to manage employee data electronically. In addition to benefits enrollment, HR can track employee life events, monitor all transactions via an electronic transaction log and take advantage of an employee messaging system that automates the sending of enrollment announcements, benefits confirmation statements and many other employee communications.

The system's on-demand reporting tools allow ATMI to create customized reports, export data to Excel or PDF or schedule reports to run on a schedule. HR can now run premium statement reports, which help them determine if their records match carriers' invoices. These premium statement reports also allow ATMI to easily verify that premium dollars spent are legitimate and accurate.

"With our previous vendor, ATMI did not have a reliable method for tracking life events, or terminations," said Fusco. "The RealLife Benefits system features a transaction log and convenient employee notepad that allows our team to make notes specific to an employee's record." The transaction log features an audit trail of all benefit changes which allows ATMI to monitor the date, time and type of transaction completed. "The system even tracks the name of the person who completed the benefit change," added Fusco.

According to Fusco, ATMI anticipates enhancing its benefits portal. "We're looking at how the portal can work for our company. The people at RewardsPlus are the experts behind the scenes. We know what we want. They're helping us get where we need to go." IS

For more information about RealLife Benefits by RewardsPlus call 877-500-1800 or visit us at www.success.rewardsplus.com.