

Why StreamLink, Online Employee Benefits?

“Keeping up with benefits administration at multiple campuses became a real challenge for HR,” says Cheryl Kint, HR and Benefits Coordinator at Harrisburg Area Community College’s main campus, located in Harrisburg, PA. Over the years, Harrisburg Area Community College (HACC) has evolved to meet the educational and the career development needs of the Susquehanna Valley Region. Presently, HACC serves more than 20,000 students at campuses located in Harrisburg, Gettysburg, Lancaster, Lebanon and York, offering more than 170 degree, certificate and diploma programs. HACC employs over 1,000 full time faculty and staff and offers a comprehensive benefits package to attract and retain quality employees.

“Serving a multi-campus environment is challenging, especially during the college’s annual benefits enrollment. For years, we relied on old fashioned paper enrollment forms and providing those forms to our carriers for data entry.” This ‘paper process’ was fraught with inefficiencies and errors, not to mention the administrative costs. Utilizing StreamLink, HACC streamlined the enrollment process. Because StreamLink is web based, the system can be accessed from any computer making benefits enrollment and administration simple. “It would not be a stretch to say we have redirected a significant percentage of our HR resources away from benefits administration to more strategic benefits initiatives,” says Bill Holloway, Director of Benefits & Wellness at HACC’s main campus.

“Furthermore, since StreamLink electronically transmits benefits data to our carriers, the quality of our data that drives benefit eligibility, premium invoicing, timely ID card delivery and plan reporting has definitely improved,” Bill adds.

Cheryl also mentions that, “before StreamLink, we supplied all types of benefits information to our employees, using interoffice mail and the USPS. Postage, paper supplies and assembly were expenses that we assumed would never go away. Now with StreamLink’s Library section we are able to post benefit booklets, plan documents & SPD’s, plan summaries and timely benefits information directly on StreamLink and as a result have completely eliminated the cost associated with paper distribution of benefits material.”

StreamLink allows Human Resource professionals to spend less time on administrative tasks and more time on strategic activities. Organizations like HACC, who foster innovation, will lead the way for other businesses in embracing the technology that allows HR and benefits departments to operate more efficiently. Bill admits that StreamLink’s potential has not yet been fully realized at HACC. Plans are to hold lunch and learn sessions to further acquaint employees with StreamLink’s functionality. January 2010 will mark HACC’s third year using StreamLink, Online Employee Benefits.



Industry:

Post Secondary Education
– Local Community College

Solutions:

HR/benefits software and services: StreamLink
Online Employee Benefits

Payroll: In house
industry specific software application – “Banner”

Why StreamLink?

- > Leading web based benefits technology
- > 24/7 system access and employee self serve
- > Real-time electronic data exchange
- > Reporting capabilities

