

case study

Transforming a Broken Benefits Experience into a Seamless, Scalable System

the client

125 employee Community Development & Support Service Nonprofit

where it started...

When our client originally connected with us, their benefits experience was... chaotic to put it mildly.

Leadership had grown used to last-minute renewals, unexplained rate hikes, and employee complaints that never seemed to stop. Their broker didn't initiate conversations until decisions were already urgent. Enrollments were tracked manually in spreadsheets and rates calculated with pivot tables. Coverage confirmations were inconsistent. And every year, they were shocked by what they owed — but never clear on why.

What's worse?

- Payroll deductions didn't match plan elections
- Employees missed coverage because of eligibility confusion
- HR was buried in emails, spreadsheets, PDFs, and double-entry
- And the Executive Director was stuck mediating benefit issues with zero confidence in the process



what reddeHR did

We stepped in and assumed leadership of the entire benefits process — bringing structure, accountability, and momentum.

We guided a broker transition that immediately delivered over **\$100,000 in annual premium savings**, then realigned the full benefits lifecycle:

- Designed a full Open Enrollment calendar 90+ days out
- **Held carriers and vendors accountable** to timelines and deliverables
- **Implemented a modern HRIS platform** for enrollment and compliance
- Built the entire benefits package into their HRIS platform — **fully integrated with payroll**
- Rolled out **automated eligibility tracking, EDI feeds, and enrollment confirmations**
- Created employee-facing materials, guides, and communication workflows
- Conducted a **comprehensive cross-carrier audit** to correct legacy errors and reset the system
- Handled frontline support for all employee benefits questions and Provided benefits guidance directly to staff — **reducing internal support emails by 80%**
- Verified all enrollment data, deductions, and carrier submissions through post-OE audits

the results

Benefits went from the #1 complaint to a non-issue. Employees finally understood their coverage. Deductions were correct. And HR stopped being the middleman for benefits chaos.

"This was the first year in as long as I can remember that Open Enrollment went smoothly. Benefits feel genuinely aligned with what my staff values and we feel more confident about how we are spending our budget allocated to benefits. Staff satisfaction with benefits and benefits support is very encouraging, especially considering how much dissatisfaction benefits was accounting for before. This has been a hugely beneficial move for us. I only wish I would have known about reddeHR 10 years ago."

• Terri O, Executive Director