

## Providing Five-Star Service to a Small HR Team “Faster than Jimmy John’s”

ProCo is a professional services firm with 250 full-time and 2,000 part-time employees at multiple locations and an HR staff of two. Veritas works as an extension of their HR team, providing them with peace of mind that their benefits plans are administered effectively and that nothing will fall through the cracks.

As with all clients, the Veritas team sat down with ProCo’s HR and benefits team at the beginning of the year to refine and update the benefits Strategy.

From this, we developed an Annual Plan that spelled out the key initiatives for the year, the deadlines, and our responsibilities.

Each month during the year, we provided an Activity Report to ProCo, so the team always knew exactly where we were in terms of executing the Strategy and Plan and what we were doing for them.

As part of Veritas’ service, we took over 99% of ProCo’s benefits compliance work. Using our standard annual Compliance Checklist, which details for clients the key tasks that need to be performed at various points in the year, the service team took over key compliance tasks for ProCo, keeping the HR team abreast of what we were doing.

In the first quarter of the year, Veritas discovered that, due to vendor error, ProCo’s 1094 data was inaccurate. Veritas stepped in and corrected the data. ProCo had planned to send the 1094 notices out internally to save money, but with the delay, that would have put a strain on their resources. Veritas got the 1094 vendor to send the notices for ProCo at no charge.

For open enrollment, Veritas implemented an online enrollment portal and entered data on enrollees for ProCo.

### Snapshot

**Problem:** A small, two-person team had to provide HR services to 250 full-time and 2,000 part-time employees.

**Solution:** Veritas worked as an extension of the HR team for employee benefits, providing not only strategic consulting, but also benefits administration and compliance services.

**Result:** The HR team had peace of mind that their benefits were administered effectively and that nothing would fall through the cracks.

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The Veritas team developed the open enrollment materials and conducted the open enrollment meetings at multiple locations.

No matter what the situation, Veritas responded to ProCo's HR team's calls and requests by the end of the day at the latest, and often immediately—prompting the Vice President of HR to comment that Veritas was “faster than Jimmy John's.”