

Case Studies

SILICON STORAGE TECHNOLOGY, INC. RELIES ON BENESYST FOR SUPERIOR CUSTOMER SERVICE AND A COMMITMENT TO RESULTS

Silicon Storage Technology, Inc. (SST) designs, manufactures, and markets a diversified range of memory and non-memory products for high volume applications in the digital consumer, networking, wireless communications and Internet computing markets. With headquarters in Sunnyvale, CA, SST has employed as many as 750 people worldwide. In early 2007, SST made a necessary decision to replace their incumbent benefit administration vendor in order to find a customer-service oriented partner, improve employee service, and free up the time of the HR and payroll staff who were collectively spending 20+ hours per week just managing the existing vendor relationship.

SEEKING THE RIGHT PARTNERSHIP

When Leland Johnson joined SST in 2006 as the Manager of Manager, Compensation, Benefits & HRIS, he quickly started to identify issues with SST's incumbent benefit administration vendor. "There was absolutely no customer service and no follow-through from the previous vendor. We were spending approximately 20 hours per week simply managing, tracking down and auditing employee and payroll data that we should have received automatically. We even had to delay the start of open enrollment one year because the vendor failed to deliver on promises that they had made several months prior," explains Johnson. When SST decided to seek a new vendor they turned to their broker to help with the process. "The biggest thing we were looking for was responsiveness, customer service, and a team that would deliver – on time – what they said they were going to deliver." SST's broker identified three potential new vendors including Benesyst. "After meeting the Benesyst team we knew that they would be the right partner for SST," Johnson says. "During the selection process we got a good feel for the Benesyst commitment and values. They seemed to be a team that would do what they said they were going to do. Even during the selection process they met their dates and kept us informed the whole way. That was a very positive indicator for us."

SST decided to implement BeneSmart® – Benesyst's web-based enrollment and eligibility management platform. According to Johnson, "We looked at BeneSmart and we really liked what information it would help us to track as well as the overall flexibility of the system because Benesyst designed and engineered the solution

BENESYST BELIEF #9
**DELIVER
EXTRAORDINARY
QUALITY**

The best measure of quality is in the feedback we get on the overall participant and HR experience. At Benesyst, we don't care about being the biggest –we just want to be the best partner for benefits administration.

SILICON STORAGE TECHNOLOGY, INC.

www.sst.com

INDUSTRY

Hi-tech

CHALLENGES

Existing vendor relationship was high-maintenance.

SST did not have access to reliable data to feed their internal processes and systems such as HRIS and payroll.

SST wanted an extension of their HR team and create a positive employee experience.

BUSINESS IMPACT

The HR team shifted focus to activities that impacted employees rather than spending 20+ hours per month managing vendors.

Accurate and timely data improved the relationship between HR and other departments (like payroll) who rely on BeneSmart data to feed their processes. As a result SST spent more time understanding what the data was telling them rather than wondering if the data was correct.

CLIENT PROFILE: SILICON STORAGE TECHNOLOGY, INC.

in-house, we knew that long-term they would be driving the development of new functionality and ultimately more able to respond to our unique needs.”Benesyst was also selected to manage flexible spending account services (FSA) & COBRA. We knew Benesyst’s FSA and COBRA platform were integrated, and we liked having one vendor provide all of our benefit administration services.

THE RIGHT PARTNERSHIP MEANS BETTER HR

Even when they were just beginning their BeneSmart implementation, Leland and his team started to experience the different nature of a Benesyst partnership. “If we found that BeneSmart lacked some feature that we were used to having, the Benesyst team was always very up-front about alternative product capabilities and/or they would let us know when we might expect to see the needed functionality in the existing product. We even worked collaboratively to design and build a special module to handle 401K enrollments that is now part of the core product.”

“With BeneSmart, our data is always accurate, on-time and reliable. We could spend more time understanding what the data was telling us rather than wondering if it was correct.”

– Leland Johnson, Manager, Compensation, Benefits & HRIS

From an enrollment and eligibility management standpoint, SST found everything they wanted with BeneSmart. In particular, employee self-service tools enabled the SST workforce to complete their open enrollment online, while behind-the-scenes Leland and his Benefits team could control and monitor system activity. “Employees could initiate an action and perform routine tasks but the system would ‘flag’ the HR team when follow-up was needed or

ABOUT BENESYST

Benesyst is an established, high technology, high performance benefit administration outsourcer. Benesyst is the creator of BeneSmart®, an industry-leading web-based (SaaS) benefit enrollment & eligibility management platform that automates key benefits management processes while equipping organizations with advanced tools to enable strategic oversight, improve bottom line results, and elevate employee engagement. Benesyst is also a best-in-class FSA, Wellness and COBRA/Retiree Continuation administrator, offering high performance and innovative solutions for these traditionally outsourced services. Our carefully selected and experienced staff combined with continual investments in communication, processing and interactive technologies provides employers with benefit outsourcing services that receive industry-leading HR and participant satisfaction ratings. By partnering with Benesyst, you are ensuring your organization’s success. Our client retention rate exceeds +97%; just one indication of the regard in which employers and the consulting community hold our services. For more information email sales@benesyst.com or phone 866.786.3366. Or visit our website at www.benesyst.net.

an item was incomplete, “ explains Johnson. “So, we could focus on other activities until the point at which we needed to intervene and close out a process. Anytime an HR manager would log into BeneSmart, s/he would see the administrative tasks that needed their attention. That was a huge improvement and a big source of time-savings for us.”

Overall, SST estimates that the time spent managing the Benesyst relationship decreased to just a few hours a month versus over 4-5 hours per week with the previous vendor. In addition, Benesyst and SST set up several data feeds that connected BeneSmart with SST’s HRIS and payroll systems. “The data was accurate, on-time, and reliable,” comments Johnson. “As a result we could spend more time understanding what the data was telling us rather than wondering if the data was correct.”

SST relied on Benesyst to be their partner for several benefit administration programs including COBRA and FSA Administration. “The Benesyst BENNY Card (FSA Debit Card) was a superior solution for our employees and they really liked it. We were able to take HR out of the FSA reimbursement loop. That was a big plus for HR and our employees – with no incremental costs to the company. That’s a win-win,” says Johnson.

When asked about the biggest impact of the Benesyst partnership, Johnson reflected “Overall, my job was simply less worrisome and easier because I could believe what the Benesyst team said and trust their data. Vendors are an extension of our internal HR team, I appreciated that my employees could expect positive interactions when they went directly to Benesyst for answers and support. This was a ‘night and day’ transition for us from our previous vendor. I am glad we made the decision select Benesyst as our partner.”

Note:

SST was acquired by Microchip Technology Incorporated in April 2010.