CASE STUDY

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REVOLUTIONIZING HR:

PeopleGuru™ Automates Healthcare Coordination for Middlesex College



Case study: Middlesex College



Challenge: HR department needed a more efficient benefits administration process to save time and reduce errors.

Founded in 1964, Middlesex College is a public community college providing access to quality, affordable education through smaller, personal classes and unique learning experiences. With a main campus in Edison, New Jersey, the two-year college serves the academic needs of Middlesex County as well as surrounding communities.

With nearly 500 employees, managing individual healthcare plans, benefits, and open enrollment was challenging and time-consuming for Middlesex College's Human Resources department. Manually entering healthcare plan information for existing employees during the annual Open Enrollment period was inefficient. The HR department needed a more efficient benefits administration process to save time and reduce errors.

"PeopleGuru's onboarding team helped the entire HR department get acquainted with the solution quickly and without any issues"

Joe Morgan,
Executive Director of HR

Productivity has significantly improved as HR staff spends less time on paperwork and manual data entry.

MIDDLESEX COLLEGE

At a glance:

Industry: Education
Founded: 1964
Headquarters: New Jersey
Number of Employees: 500+
Solution: Unicorn iCON

Highlights:

- Automates and simplifies human capital management workflow processes
- Offers an interface to various insurance carriers, helping improve data synchronization
- Dedicated, high-quality support improves quality of life

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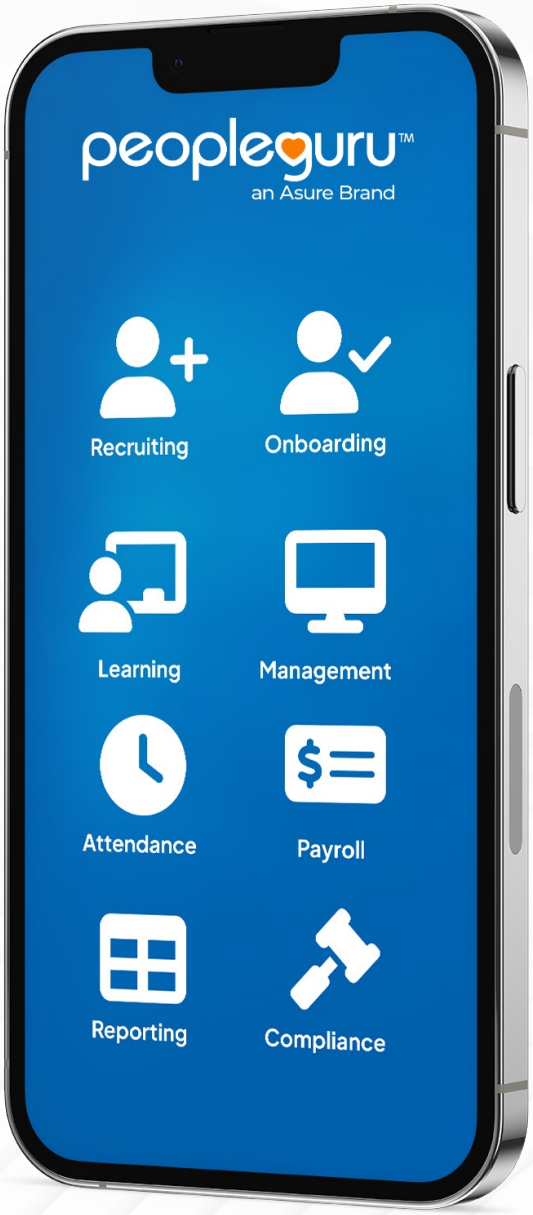
SOLUTION:

An all-inclusive, custom platform with a dedicated HR "Guru"



After evaluating several solutions, Middlesex College selected Unicorn's cloud-based human resources and benefits administration platform, iCON. As a fully integrated suite of HR solutions, iCON automates and simplifies human capital management workflow processes, from hiring, onboarding, and administration through separation. Among the different components of iCON, Middlesex College is utilizing the platform specifically to manage and automate healthcare and benefits enrollment processes. iCON offers an interface to various insurance carriers, helping improve data synchronization and record keeping accuracy.

"Implementing iCON was seamless," said Joe Morgan, Executive Director of Human Resources at Middlesex College. "Unicorn's onboarding team helped the entire HR department get acquainted with the solution quickly and without any issues."

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RESULTS:

Manage employee benefits much more efficiently and reduce operational costs

Utilizing the iCON platform, Middlesex College has been able to manage medical and dental carrier information much more efficiently as well as automate Open Enrollment. As a result, productivity has significantly improved as HR staff spends less time on paperwork and manual data entry.

“Unicorn’s iCON platform has allowed us to manage employee benefits much more efficiently and reduce operational costs by eliminating repetitive, manual administrative tasks,” Morgan added.

Looking ahead, Middlesex College will expand the use of iCON’s self-service portal, which will enable employees to view and update their benefits enrollment information, such as enrolling in a healthcare plan during onboarding and making changes to their coverage, at their convenience. Fully supporting mobile access, iCON’s self-service portal empowers staff to manage their own plans from anywhere, at any time – therefore improving employee efficiency and satisfaction.

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