Picking a Winner

13 essential questions to ask before you go all in on new benefits administration software.
HANGING THE SOFTWARE SYSTEMS THAT POWER YOUR OPERATION AND ENABLE MOST OF YOUR KEY WORK PROCESSES CAN FEEL LIKE A GAMBLE.

But outdated systems, particularly in a complex and ever-changing industry like Taft-Hartley benefits plan administration, put organizations at risk in many ways: hacking of sensitive data, penalties from failure to comply with federal regulations, and inefficiencies that hamper their ability to successfully serve members.

Replacing your outdated technology helps you mitigate these risks and gain new features, speedier processes, enhanced automation, improved flexibility for better member service and a greater ROI on your technology investment.

The good news: choosing a new benefits administration software system doesn’t have to be a gamble – not if you rely on Lucky 13 (Key Questions).
A Winning Software Switch Strategy: Preparation, Partnership, Product.

Preparation means taking stock of your data, your processes, your goals. You know your existing system better than anyone – maybe you even built it yourself. So when you start planning to replace it, you’ll have to ask yourself some tough questions.

1. Are we ready to take a fresh look at everything we do today?
2. What processes make us say, “There has to be a better way?”
3. Can we let go of “the way we’ve always done it?”
A Winning Software Switch Strategy:

Partners have extensive experience in your industry, but understand that your organization is unique. Their software is built with standardized best-practice code, but offers flexible parameters that allow you to customize it for your own needs. And their software solutions are designed to keep your total long-term cost of ownership low, scaling to fit the size and complexity of your member population.

4. Does your vendor understand and share your goals and expectations?
5. Do they want you to work with them on the design and deployment of your system?
6. Are they committed to building tools designed to make your life easier?

Of course, the biggest key to success is choosing great software that does what you really want and need it to do. So... what DO you really want and need it to do?

7. Can it automate mundane daily tasks so your team can concentrate on member service?
8. Does the software come with a commitment to timely regulatory compliance?
9. Does it incorporate data security best practices?
10. How much extra will you pay for new releases?
11. Does it provide self-service web portals so your members can access their information when and where they want?
12. Is there a hosted option so you don’t have to keep buying new hardware?
13. What kind of support can you expect?
Change doesn’t have to be a gamble.

Choosing better benefits administration software that saves your organization time, money and frustration isn’t a matter of luck – it’s about asking the right questions. Your best bet? Choosing a vendor who asks plenty of good questions, too.

If you’re not sure where to start, basys is glad to assist. We’ve been building industry-leading software systems for the Taft-Hartley market for nearly 40 years, and our NeXGen platform processes benefits for more than two million North American workers and dependents. Give us a call for a no-obligation consultation.

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