

The Challenge

Employee Navigator was founded by industry veteran and current CEO George Reese with the goal of modernizing employee benefits enrollment in HR services. The company, based in Bethesda, Maryland, is one of the fastest growing software-based benefits, HR and compliance platforms in the United States. They provide insurance carriers, insurance brokers and their clients with a single place to manage everything from new hire onboarding and online enrollments to ACA Reporting and time off tracking.

Employee Navigator's highly customizable software is currently being used by some of the nation's leading insurance brokers, but with new legislation and compliance requirements constantly changing, Employee Navigator needed specialized expertise to ensure they are bringing the most up-to-date information and tools to their clients. This became particularly critical when Affordable Care Act (ACA) Compliance and the resulting IRS processes and forms took effect.

The Solution

Employee Navigator recognized that the amount of work required to become an ACA expert and resource for their clients was unmanageable, not to mention the investment necessary to create a software engine and internal department to manage the fulfillment operation. They set out to find the most proven, reliable and expert resource in the business and waded through numerous "fly by night" organizations that would create real business risk for the company and its national benefits and HR compliance clientele.

After an exhaustive search, Employee Navigator chose Nelco as their preferred provider, and in turn, used the Nelco platform to support their more than 8,000 companies and 800,000 employees throughout the country with 1095 printing, mailing and e-filing.

Employee Navigator highlighted the communication from Nelco as an important factor in making the move so positive, helping EN navigate through unknown waters, addressing questions and conversion issues, and delivering on what was promised to Employee Navigator's team, and in turn, their customers. The company also wanted to work with an industry leader like Nelco for such an important assignment and large scale effort dealing with more than one million forms.

"Our customers have high expectations for service and expertise, and we have the same standard when we work with partners. Nelco delivered on everything we hoped to accomplish in the conversion, with no surprises. This was especially notable since it was our first year of ACA reporting, and they have since become a seamless part of our software and service delivery to customers," said Employee Navigator CEO George Reese.

