SKYWARD PREFERRED PARTNER

bentek BENEFITS TECHNOLOGY

MODERNIZING BENEFITS ADMINISTRATION

A CASE STUDY ON WEST AURORA SCHOOL DISTRICT | Feb 27, 8:00 – 8:50 AM

SKYWARD iCON

TODAY'S SPEAKERS



Lesley Nygaard

Bentek
VP, Sales and
Partnerships



Brenda Sabor

Bentek
Director,
Technical Sales

ABOUT BENTEK

Purpose-built for public sector, Bentek streamlines the most complex aspects of benefits management, from open enrollment to retiree support. The platform ensures compliance with ACA, FRS, COBRA, and multi-tier eligibility while reducing administrative burden through automated carrier feeds and seamless integration with payroll, finance, and HCM systems. Bentek supports layered eligibility, union rules, and retiree group structures. With user-friendly portals, digital guides, and multi-language tools, it also elevates the employee experience while empowering administration teams with real-time insights, customizable reporting, and consistent, audit-ready data.

Why Agencies Choose Bentek

1. **Deep SLED Expertise:** 98%+ retention rate across public sector clients, including school districts, cities, and counties
2. **Configurable Workflows:** easily manage multiple unions, tiered eligibility, and retiree enrollment, invoicing, and groups
3. **Automated Carrier Feeds:** eliminate manual errors and improve compliance through seamless data exchange
4. **Bill Reconciliation:** transparent, accurate tracking of monthly changes across active and retired populations
5. **Audit-Ready Reporting:** designed for legal, finance, and procurement teams to ensure oversight and accountability
6. **Dedicated Support:** expert-led implementation and ongoing customer success for long-term impact

ABOUT WEST AURORA

Located in Illinois, West Aurora School District serves a diverse and growing employee population supporting a large K-12 student community. The district manages complex benefits needs across multiple carriers while operating within strict payroll, compliance, and fiscal controls.

District Profile:

- ~1,700 active employees
- ~2,000 covered dependents
- HR and payroll managed through Skyward Q
- Multiple medical, dental, vision, life, and voluntary benefit carriers

West Aurora Requirements:

Benefits administration solution capable of handling scale, carrier complexity, and tight enrollment timelines without disrupting payroll or employee experience.

West Aurora School District 129

WEST AURORA • NORTH AURORA • MONTGOMERY • SUGAR GROVE • BATAVIA



CASE STUDY



CHALLENGE

Legacy Processes

1. Largely manual enrollment processes
2. Heavy administrative burden during OE
3. Manual carrier updates increasing risk of errors
4. Limited ability to enforce plan rules consistently
5. Open enrollment approaching with no margin for delay



SOLUTION

Digital Transformation

1. Fully digital enrollment platform implemented on a compressed timeline
2. Streamlined benefit elections across carriers
3. Centralized data governance and eligibility rules
4. One-time carrier files executed strategically due to year-end constraints
5. Structured audits embedded into implementation to ensure accuracy

IMPLEMENTATION TIMELINE & DELIVERY MODEL







- ✓ **Project Kickoff**: Mid-October
- ✓ **Implementation Window**: **~36 business days**
- ✓ **Open Enrollment (OE):** December 8 launch. Employees actively enrolled in medical, dental, and vision for clean plan-year data
- ✓ **Key Accelerators**:
  - ✓ District stakeholders from HR, payroll, finance, & IT engaged from day one
  - ✓ Clear decision-making and rapid validation cycles
  - ✓ Focused scope to ensure OE readiness without introducing risk
- ✓ **Oversight and Audit Discipline**:
  - ✓ Weekly Check-ins to review OE progress and system stats
  - ✓ Pre-Configuration Review: Data validation and plan rule alignment
  - ✓ Eligibility & Plan Rule Audits: Identified inconsistencies in life insurance limits. District used insights to update plan rules district-wide
  - ✓ Post-OE Validation: Ensured accurate carrier and payroll outcomes
- ✓ **Dual Project Management**: Implementation and renewal managed concurrently

PAYROLL & CARRIER COORDINATION

CHALLENGE	RESOLUTION	OUTCOME
• Year-end carrier file freezes conflicted with open enrollment timing • Manual updates across multiple portals • Payroll integration during OE risked disruption and data inconsistencies • High operational risk during critical enrollment period	• One-time enrollment files executed immediately post-OE • Phased rollout of automated carrier feeds after stabilization • Payroll integration finalized post-enrollment • Sequenced implementation aligned to OE	• Carrier requirements met without delaying enrollment • Reduced manual effort and administrative burden • Improved payroll reconciliation and consistent data accuracy • Lower operational risk; smoother go-live

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+

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Guardian®

VOYA®



IMPLEMENTATION SUCCESS

Open Enrollment Outcomes

- Open enrollment launched on schedule
- High employee participation and engagement
- No critical escalations during OE
- Reduced manual intervention by district staff
- Positive feedback from HR and district leadership on execution and support

Partnership & Collaboration

- Cross-functional district participation from the start
- High responsiveness and shared ownership
- Clear expectations around scope and timing
- Continuous communication through process and post-OE

MEASURABLE IMPACT

2,000

Lives Covered

100%

Enrollment Participation



Key Takeaways:

- Strong governance matters more than long timelines
- Having the right stakeholders at the table accelerates everything
- Even late-stage implementations can succeed with the right partner

- Transitioned from manual processes to a centralized digital platform
- Stabilized open enrollment under extreme time constraints
- Improved plan governance and consistency
- Reduced administrative risk during the most critical period of the year
- Positioned the district for sustainable benefits administration going forward

QUOTES FROM WEST AURORA

“Bentek was a lifesaver. Having just implemented Q in July, we got behind the eight ball and realized that some of the functionality we needed, didn't exist in Skyward yet. Bentek was able to step in on short notice and pull off an amazingly smooth open enrollment. Their team was super responsive and held our hands every step of the way. It could have been a disaster, and they actually made it one of the smoothest open enrollments we have had."

"The Bentek platform has been super easy for our staff to use. This go around we pushed all employees through open enrollment since we had just moved to Skyward, and the software was user friendly enough that we had minimal questions about the process itself. The reports for our HR department helped us clearly understand who still hadn't enrolled so we could focus on reach out to just those employees."

"Appreciate that fact that Skyward has a relationship with Bentek so that we know the software will work well together- that isn't always the case when you need to purchase different applications. Was nice to be working with a team that understood what we could pull out of the system and how it needed to get back in, greatly reduced the burden on our internal tech team."

West Aurora continues to expand on the platform:

- Carrier file automation reducing portal maintenance
- Preparing rollout of new hire and life event workflows
- Improved data visibility for HR and finance
- Foundation established for long-term automation and renewals management

STOP BY OUR BOOTH FOR THE CASE STUDY!

INDUSTRY INSIGHTS



ANNUAL RENEWAL MANAGEMENT PROCESS

1

Early Planning

Coordinate plan changes and rate adjustments with dedicated support

2

Communication Strategy

Develop comprehensive employee communication materials and timeline

3

Success Monitoring

Track enrollment metrics and employee satisfaction throughout process

4

System Updates

Configure platform for new benefits options and pricing

5

New Plan Year Go Live

Execute smooth renewal process with minimal disruption

Open Enrollment Checklist

Your Step-By-Step Guide to Conquering Open Enrollment

Open Enrollment Preparation

- Provide all benefit, plan, and rate change information.
- Provide Payroll Calendar for new plan year and any payroll code changes.
- Work with your Account Manager for any additional updates that need to be made regarding site content, overaged dependents, and any other coverage specific updates.

Open Enrollment Time

- Send out your expertly crafted communications.
- Arrange your Admin Dashboard to keep an eye on OE Stats
- Utilize reporting to track new dependents and overall benefit changes

Open Enrollment Wrap-Up

- Use reporting from Rosters or Widgets to analyze enrollment data, like aged out dependents
- Use Benefit Changes report to capture all enrollment changes for OE.
- Work with your Account Manager to schedule your Open Enrollment carrier files and coordinate any special requests such as payroll export(s) or open enrollment deduction file(s).

For the Full Checklist Download Here:

HRTECH PARTNER EVALUATION CHECKLIST CONT.

Use this checklist to evaluate public sector HRTech vendors for strategic fit, compliance, integration, and long-term partnership.

1. Integrations
2. Flexibility & UX
3. Reporting
4. Pricing & Total Cost of Ownership
5. Public Sector Experience
6. Delivery & Support
7. Culture Alignment
8. Compliance & Risk

HRTECH PARTNER EVALUATION SCORECARD

Criteria	Weight (%)	Vendor A	Vendor B	Vendor C
Public Sector Experience	15%			
Culture Alignment	10%			
Delivery & Support	15%			
Compliance & Risk	15%			
Integrations	10%			
Flexibility & UX	10%			
Reporting	10%			
Pricing & Total Cost of Ownership	15%			
Total	**100%**			

For the Full Checklist Download Here:

Thanks for Attending!

Connect with us.



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