

# A TURNKEY SOLUTION TO EMPLOYEE HEALTH AND BENEFITS MANAGEMENT



## SUMMARY

When ICAP needed business services tailored to its industry, TechServe Alliance proved to be a valuable knowledge source and conduit to the greater tech staffing industry at large. Not necessarily looking for a new employee health and benefits partner, it was quickly apparent to the firm that adopting a TechServe Alliance program would improve program management based on its rapid response time, industry expertise, personalized customer service and advanced technology support.

## COMPANY OVERVIEW

Intellectual Capitol (ICAP) is a Woman- and Veteran-owned staffing firm specializing in Tech Staffing, Recruiting and Talent Strategy. Based in South Carolina, ICAP is a six-time INC 5000 winner and a four-time recipient of the SC 25 Fastest Growing Companies award, supporting state and federal agencies, higher education, financial services, hospitals, and commercial firms.

## CHALLENGE

While the ICAP's current health and benefits program manager was adequate, a need surfaced for a highly efficient, technology-robust management program, delivered by a benefits partner that was an expert in the tech staffing and solutions industry. Industry expertise was important to ICAP because as a staffing firm, the company onboards and offboards technology consultants regularly, and offers medical insurance to both internal employees and to W-2 consultants. This introduces complexities that many general insurance brokers are not aware of.

Additionally, due to the increased adoption of work-from-home policies and hybrid workplaces, staffing firms are now hiring and placing consultants from anywhere in the country. This makes it important for the insurance broker to have multi-state experience and not just knowledge about a specific market. TechServe Alliance provides multi-state experience that ensures knowledge of all markets.

However, ICAP had a lean human resources department overseeing all administrative functions, thus, any health and benefits program management solution needed to be turn-key, without any additional workload requirements or disruptions to current operations. Traditionally, HR departments of small, privately-owned firms are responsible for employee oversight duties well beyond health and benefits management. With health and benefits management historically viewed as a time-consuming, cumbersome process that monopolizes administrative time, staff often expresses trepidation to transitioning to a new management partner due to lack of bandwidth and potential pitfalls.

## COMPANY OVERVIEW

Intellectual Capitol (ICAP) is a Woman and Veteran-owned technology staffing firm specializing in Tech Staffing, Recruiting and Talent Strategy. Based in South Carolina.

## CHALLENGE

- Need for an efficient, technology-backed employee benefits program suited for a growing staffing firm
- Least amount of HR disruption in implementing and managing the program

## SOLUTION

A high touch and easy to use employee benefits program through a health and benefits partner with:

- Deep understanding of technology staffing industry
- Multi-state expertise to implement an employee benefits program in a work-from-anywhere environment.

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*Overseeing all administrative functions for our firm, initially I had trepidation towards implementing a new system because of what it could entail. However, when working with the TechServe Alliance Health & Benefits team [Tommy and Bethany], the transition was seamless and they essentially handled all aspects of the implementation. From working directly with our multiple plan providers and porting everything over to the new system, they managed the entire process, even extending beyond the implementation with continued support as well as providing additional materials, like communication tools and collateral, that we could use in the future if we needed them for our team.*

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~ Tina Boalt, VP of Financial Management, ICAP Solutions

  
TechServe<sup>®</sup>  
ALLIANCE

Driving Success for  
Technology Staffing & Solutions Firms

## SOLUTION

Realizing the need for administrative programs targeted specifically to tech staffing and solutions firms, ICAP discovered TechServe Alliance when they urgently needed a professional liability insurance resolution. The TechServe Business Insurance program provided a successful solution, and the firm, being a new member of TechServe Alliance, explored the additional services available to them. They were introduced to the [TechServe Alliance Health and Benefits](#) program as an option to consider.

After going through several requests for proposals (RFPs), from similarly sized organizations in the industry, ICAP requested a quote from the TechServe Alliance Health and Benefits Program team. The firm received a proposal that was clear and targeted, and addressed needs specific to their organization, free of unnecessary selling points or add-ons. The TechServe Alliance Health and Benefits team provided a seamless solution for their employee health plan program that introduced an elevated service level and an innovative technology management platform, [GoCo, powered by KASA](#).

Implementation of the TechServe Alliance Health and Benefits Program was a quick and easy process. Typically, from the time a decision is made to join, it takes 2-3 weeks, with a portal customized and built for the client within 24-72 hours. This process included all introductory and training materials, technology platform and program oversight, transfer of current medical plans to new platform with data migration, as well as a robust communication plan for human resources, leadership, and employees. ICAP representatives noted that all implementation phases were fully managed by the TechServe Health and Benefits team, with little work requirements on their own HR department's behalf.

## RESULT

### [Seamless, Expeditious, Intuitive Transition](#)

Once the TechServe Alliance Health and Benefits Program implementation was completed, the process was noted as seamless, expeditious and intuitive. **The firm's internal team that oversees the employee health and benefits program experienced a reduction in process management.** Time to enroll an employee is negligible as the GoCo platform, powered by KASA, is easy to use and direct. Rated BEST in Customer Satisfaction by G2 software marketplace, GoCo is built to be flexible to support an organization's existing processes, policies, and providers. Migrating to the new system is fluid and does not change what is already working, allowing the TechServe Alliance Health and Benefits team to complete a quick and seamless transition to the new platform. Enrolled employees were able to understand and access their benefits program through simple email instruction. The 'hands-off' system approach allowed the ICAP HR team to prioritize and focus on critical company initiatives.

In addition to ease of use, the technology system that powers the TechServe Alliance Health and Benefits Program offers room for expanded use should the need arise. With many important HRIS features baked into one system beyond healthcare management and ACA compliance tools, the GoCo platform is poised to support future growth through onboarding, payroll, HR workflows, time management features and more.

Customer Service response for the health and benefits program was an improvement as well. A differentiating factor of the TechServe Alliance Health and Benefits Program is direct access to the customer service team, personalized attention to the account and high-level industry acumen that is targeted to the small and mid-sized technology staffing firm.

### [About TechServe Alliance](#)

[TechServe Alliance](#) is the national trade association of the IT & Engineering staffing and solutions industry. IT & Engineering staffing and solutions firms count on TechServe Alliance to keep their leadership informed, engaged, and connected. TechServe Alliance serves as the voice of the industry before the policymakers and the national and trade press. By providing access to the knowledge and best practices of an entire industry and tapping the "collective scale" of its members, TechServe Alliance supports its members in the efficient delivery of best-in-class IT & Engineering staffing and solutions for clients and exceptional professional opportunities for every consultant.

## RESULT

Reduction in employee benefits program management based on:

- TechServe's rapid response time
- Industry expertise
- Personalized customer service
- Advanced technology support

## Want to learn more about the TechServe Alliance Health & Benefits Program?

Contact Benefits Advisor

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Schedule a call  
with Tommy

 [Schedule Now](#)

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