SmartBen Case Study:

SmartBen Increases Product Value By Providing Clients With Real-Time, SSO Access To Employee Benefit Vendors

SmartBen provides an end-to-end solution for employers by combining industry-leading benefit-process integration with years of proven technology. To maintain their competitive edge Smartben engaged ComponentSpace to SAML SSO enable their software, which has allowed their clients to lower cost, provide faster service and reduce administration.

Business Challenge

SmartBen could see the massive potential in connecting the HR administrators, benefit enrollers, and employees of client companies directly to the benefit products they were managing and buying.

With no previous experience working with SAML SSO technology, SmartBen Senior Software Engineer Phill Smith needed to find a company who could provide a simple SAML solution and responsive support to ensure they could complete their integration on time and on budget.

Solution:

Using the ComponentSpace SAML 2.0 Component, SmartBen were able to provide clients with direct network access to their employees life and health insurance benefit providers.

While working through the integration process SmartBen developers were challenged when trying to get the API revision in place in a short a mount of time. After contacting ComponentSpace support the issues were quickly resolved and the project was able to move forward.

> *"I am obliged to commend your support team for rapid turnaround on a critical API enhancement which enabled the current project to move forward. The support engineer has been exemplary as a support point-of-contact: knowledgeable, accurate, responsive, and easy to work with. He worked with us to get the API revision in place in an impressively short amount of time."*

Phill Smith
Senior Software Engineer, SmartBen

Results:

Since Implementing SAML SSO employees of SmartBen's client companies are now able to explore, understand and manage their benefits in real-time without waiting for often slow responses. This has increased the value employees are now receiving from their benefits packages.

Companies have now reduced costs and administration because most product offerings and support can be handled directly by the vendors. Direct integration has also reduced error-prone duplication of vendor product lines in the SmartBen system.

About SmartBen:

Number of Employees:20

Years in Business: 20

Company Info:
SmartBen provides an end-to-end solution for employers by combining industry-leading benefit-process integration with years of proven technology. SmartBen delivers superior technology efficiency by providing a specialized SmartTEAM™ of Project Coordinators and Electronic Data Interchange Specialists. The SmartBen team includes some of the most respected minds in the industry, who possess extensive domain knowledge with a strong emphasis in HR software implementations, data security, employee benefits, and knowledge of the HR field. We understand our partners and their clients needs, because we have been in their shoes. SmartBen delivers an economical, yet efficient and effective solution to short-staffed and over-worked Human Resource departments. We are the Communicator, Educator, and Enroller Experts.