

Beyond Benefits: How Service Culture Helped Revolutionize Benefits in Beaumont, Texas



Case Study Details

Name: Susan Krystofiak	Position: Employee Benefits Administrator
Organization: City of Beaumont, TX	Experience: 4 years in Benefits Administration
Number of Employees: ~1,000	

About Susan:

Susan Krystofiak is a Benefits Administrator at the City of Beaumont, Texas, and has been with the city for over 25 years. With a background in information technology, Susan transitioned to the role of Benefits Administrator in June 2020, with the goal of modernizing the benefits department.

After struggling with cumbersome systems and inadequate support from previous benefit platforms, Susan aimed to find a solution that would offer both efficiency and exemplary customer service.

The Main Challenge:

The City of Beaumont has used three different online platforms for benefits administration in the past ten years. The previous system lacked integration with payroll, leading to extensive manual entry with an increased potential for errors. Additionally, the city experienced poor customer support from the previous vendor, with issues such as delayed responses and ignored critical cases.

These challenges hindered the efficiency of their benefits administration, making the need for a supportive and responsive partner evident.

When Discussing Previous Systems...

"Everything went from hand to hand to hand and a lot of it was manual. Let's just face it, as accurate as you try to be, sometimes mistakes are made."

- Susan Krystofiak
Benefits Administrator

When Discussing Previous Systems...

"Their customer support was nonexistent, and it took forever. It was like pulling teeth to try to get somebody to help."

- Susan Krystofiak
Benefits Administrator



About Bentek:

Bentek is the leading benefits administration and enrollment solution for the state & local government and education (SLED) employers. We have 17+ years of focused experience delivering technology solutions designed specifically to manage the complexities of municipalities, education institutions, and state governments.

Bentek clients utilize our platform to gain benefit administration efficiencies using automation, integration, and engagement. We help our clients provide their employees and retirees with a single platform for benefits enrollment, management, and education.

The Solution:

Enter Bentek – Susan discovered Bentek during her search for a new benefits administration platform. Bentek’s platform offered a more streamlined and automated benefits administration process, reducing the need for manual interventions. Key factors in choosing Bentek included positive reviews, integration with the city’s payroll system, and the promise of better customer support.

When Discussing Bentek...

*“With Bentek, I reach out via email when I need assistance and get a **response the same day!**”*

- Susan Krystofiak
Benefits Administrator

When Discussing Bentek...

*“Sometimes **it’s so easy** that it doesn’t seem possible that it’s right!”*

- Susan Krystofiak
Benefits Administrator

The Results:

Exceptional Support Experience:

The support experience with Bentek was a game-changer for the City of Beaumont. Unlike their previous experiences, Bentek’s support team was highly responsive, often proactively addressing issues before they were even raised by Susan. This service-oriented approach was a stark contrast to the previous norm of waiting multiple days or even weeks for resolution.

Payroll Integration and Time Savings:

In addition to the exceptional support experience, Bentek’s integration with payroll brought significant time savings. Tasks that were once manual and time-consuming, such as payroll data entry and billing, were now streamlined, with some processes reduced to just half an hour. This efficiency allowed Susan and her team to focus on more strategic aspects of their roles.

The Final Results:

Same-Day Response

Email Support Time

When you need help the most, you can trust that our team of Bentexperts will be there for you!

Less Than 1 Minute

Phone Support Time

Tired of dealing with stale, automated phone directory systems? Give Bentek a call and connect with a real person!

Less Than 30 Minutes

Payroll Import

Our automated tools are designed to save you time and enable you to focus on more important tasks!

Bentek is the Leading Benefits Administration Technology Solution for State & Local Government and Education Employers.

Want to Learn More?
Contact Us!



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