

Modernizing Benefits Administration at West Aurora School District 129

Stabilizing A District's Open Enrollment Amid Rapid Change

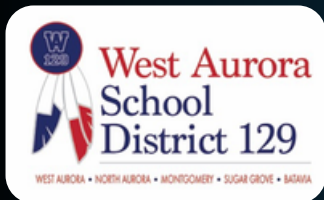
*"Bentek was a lifesaver! Their team was able to step in on short notice and pull off an amazingly smooth open enrollment while holding our hand at every step. It could have been a disaster, and they actually made it **one of the best open enrollments we have ever had.**"*

— **Angela Smith, Associate Superintendent of Operations**

AT A GLANCE

- **Client:** West Aurora School District 129, IL
- **Employees Covered:** ~1,700
- **Project Timeline:** 36 business days
- **Participation Rate:** 100% digital adoption
- **System Integrated:** Skyward Qmlativ & Multiple Benefit Carriers
- **Open Enrollment Participation:** 100% Digital Enrollment

Key People



Angela Smith,
Associate Superintendent
of Operations

CHALLENGES

HIGH STAKES, LIMITED RESOURCES, AND UNDERSTANDABLE NERVOUSNESS

West Aurora entered open enrollment during a period of significant transition. The district was already moving to Skyward® Qmlativ® when it became clear that their existing benefits solution would not support the complexity of their multi-carrier environment or enforce plan rules consistently.

Operational complexity created strain:

- Disconnected enrollment workflows across systems
- Repetitive carrier portal updates and manual touch points
- Limited governance over eligibility rules
- Risk of payroll discrepancies during year-end freeze periods

And the timeline was tight.

"People are always afraid of change," shared Angela Smith, Associate Superintendent of Operations. *"Implementation is a big deal. But whatever your window is, you have to commit."*

There was real concern around the first open enrollment and the first payroll run. Would employees struggle? Would HR be overwhelmed? Would errors escalate at the worst possible time?

Despite the nervousness, the district committed knowing that long-term stability required doing it right.

SOLUTION

A DIGITAL BENEFITS PLATFORM BUILT AROUND PEOPLE, NOT JUST PROCESS

West Aurora selected Bentek as a standalone benefits administration partner to modernize enrollment while maintaining control, compliance, and confidence. The district needed a solution that could:

1

Integrate cleanly
with Skyward
Qmlativ

2

Centralize
eligibility and plan
governance

3

Reduce manual
reconciliation
and rework

4

Support employees
with intuitive
self-service

5

Minimize reliance
on internal
IT resources

Bentek's deep understanding of Skyward and how data needed to flow in and out of the system proved to be a critical differentiator.

*"I appreciate the 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. It 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, which **greatly reduced the burden on our internal tech team.**"* — **Angela Smith, Associate Superintendent of Operations**

Rather than adding complexity, Bentek became an extension of the district's team, focused on accuracy, timing, and trust.

IMPLEMENTATION

DISCIPLINED EXECUTION IN A 36-BUSINESS-DAY WINDOW

Bentek implemented a fully digital benefits enrollment platform in approximately 36 business days, carefully sequencing the project to avoid year-end disruptions.

Key elements of the implementation included:

- ✓ 100% digital open enrollment configuration
- ✓ Pre-configuration data validation and cleanup
- ✓ Eligibility and plan rule audits
- ✓ Strategic one-time carrier files during freeze periods
- ✓ Sequenced payroll coordination to reduce risk
- ✓ Weekly check-ins and real-time dashboard monitoring

The scope was intentionally focused on open enrollment readiness, allowing the district to move quickly without sacrificing control.

Throughout the process, Bentek's team provided hands-on guidance, checking, double-checking, and ensuring the district never felt alone during a compressed and high-pressure timeline.

RESULTS

SMOOTH OPEN ENROLLMENT. MINIMAL QUESTIONS AND CONFIDENT TEAMS

When open enrollment launched, the outcome exceeded expectations.

Employees were able to navigate the system easily, understand their benefit choices, and complete enrollment without heavy HR intervention.

"The Bentek platform has been super easy for our staff to use. We pushed all employees through open enrollment since we had just moved to Skyward, and the software was so user-friendly 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 that we could focus outreach on just those employees."

— Angela Smith, Associate Superintendent of Operations



100% Open Enrollment Participation

All employees completed open enrollment online, ensuring clean plan-year data.



3,700 Lives Centralized

All ~1700 employees and ~2000 dependents were unified in one governed platform, eliminating fragmented carrier management.



Real-Time Enrollment Visibility

Customizable dashboards gave HR real-time insight to track enrollment and target follow-up.



Cleaner Payroll & Carrier Reconciliation

Structured audits minimized corrections and improved payroll accuracy.

What could have been a high-risk transition became one of the smoothest open enrollments the district had experienced, reinforcing confidence in the system, the process, and the partnership behind it.

About Bentek®

Public-Sector Benefits Administration,
Purpose-Built from the Start

With two decades of proven expertise, Bentek is the only benefits administration and enrollment platform built exclusively for the state, local, and education (SLED) market. Purpose-built for the public sector, Bentek helps organizations streamline complex benefits processes through intelligent automation, seamless integrations, and a partnership-driven approach.

The company maintains a 98.5% client retention rate, a 100% implementation success record, and upholds rigorous security standards—including an A+ HIPAA rating, SOC 2 compliance, and participation in the GovRAMP Certification program. These standards reflect Bentek's commitment to government-grade reliability and data protection.

Guided by a white-glove service philosophy, Bentek goes beyond software to act as an extension of every client's team—delivering the expertise, collaboration, and personal support that ensure enduring success.

For more information, visit mybentek.com.

Ready to transform your benefits administration?

Schedule a demo and see why public sector agencies trust Bentek.

